

Tarbert Dental Surgery

Policy on Cancelled or Failed Appointments

cancelling appointments

Tarbert Dental Surgery requires 24 hours notice when cancelling an appointment. This allows us to reallocate your appointment to patients who are in pain. Please be considerate and if, for any reason, you are unable to attend your appointment please notify the practice at your earliest convenience by phoning reception on 01880 820387.

If it is not reasonably possible to give the practice 24 hours notice, then you must notify the practice by 9am on the day of the appointment (leaving a message on the answer machine if necessary). Failure to do so will incur a charge of £10 for every 15 minutes allocated to your appointment.

Please note that cancelling an appointment is likely to result in a delay in your treatment due to our busy appointment schedule.

Failing an appointment

Failing an appointment will incur a charge of £10 for every 15 minutes allocated to your appointment **in all cases**.

If the failed appointment is part of a course of treatment, Tarbert Dental Surgery reserves the right to cancel any subsequent appointments to avoid further cost to the practice. This can be avoided by paying the charge in full as soon as possible after the failed appointment and providing the practice with confirmation that future appointments will be attended.

Regrettably we will not be able to schedule further appointments until these charges are paid in full.