

Tarbert Dental Surgery

Policy on Cancelled or Failed Appointments

labelling Cancellling appointments

Tarbert Dental Surgery requires 48 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 (out of hours, please leave a message on the answer machine) or email to reception@tarbertdentalsurgery.co.uk.

Failure to give the practice 48 hours notice, will incur a charge as follows:

£15 for 15 minute appointments (check ups)
£45 for longer appointments

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

labelling Failing an appointment

Failing an appointment will incur a charge allocated to your appointment **in all cases**.

£15 for 15 minute appointments (check ups)
£45 for longer appointments

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.