



Failure to Attend (FTA) and Cancellation Policy

Failure to Attend (FTA)

Non-attendance and cancellations at short notice without a valid reason deprives other patients of essential dental services.

Please be aware that missed appointments will be charged at £1 per minute of wasted appointment time where applicable.

New patients who fail to attend will lose their deposit and will need to pay another deposit before being offered an appointment (this relates to private new patients only).

Cancellations

We aim to provide all our patients with the best possible service and to achieve this we need your cooperation.

If you are not able to attend your appointment, please provide us with at least 24 hours notice so that we can allocate this time to someone else.

For longer appointments of over 60 minutes, please where possible provide us with 48 hours notice.

There may be a late cancellation charge applied if this process is not followed. The charge will be as per the FTA charge (£1 per minute of wasted appointment time).

Thank you for your cooperation.