

### **Deposit and cancellation charge policy**

At Cygnet House Dental Studio we will require a deposit when you book an appointment. This will be deducted from your bill for the relevant treatment at your next visit. We understand that things sometimes come up and that you may need to make changes to your appointment. We will always be as flexible as possible with our patients – that's why the deposit will be refunded if you subsequently cancel the appointment with more than 48 working hours' notice.

However, we reserve the right to retain your deposit in case of late cancellations (any cancellation with less than 48 working hours' notice). This may sound strict, but quite simply if you cancel with less than 48 working hours' notice it is very difficult for us to rebook your appointment slot or slots which means that we are unlikely to treat another patient in your place. This means that our team will not be treating any patients, but we'll still have to pay them all and all of our running costs, so we will genuinely be significantly out of pocket and it means that lovely patients just like you will have had to wait longer than they needed to for an appointment.

Anyone cancelling their routine maintenance appointment outside of this cancellation policy will lose their prepaid appointment and will either have to pay extra to re-book their appointment or wait until the next 6 or 3 monthly appointment under Denplan is due.

We will always try to be sensitive to personal circumstances in the event of late cancellations.

#### **Deposit and Cancellation Fee Structure:**

- For review appointments, emergency appointments, hygiene appointments, and other appointments of 20 minutes or less we will take a deposit of £100 (or the full cost of the treatment, whichever is lower)
- For other dental treatments, such as medium/large fillings etc., lasting up to 45 minutes we will take a deposit of £225 (or the full cost of the treatment, whichever is lower)
- For treatments over 45 minutes we will take a deposit of £300 (or the full cost of the treatment, whichever is lower)
- For specialist appointments (such as implants or specialist endodontics) the deposit required may vary, dependent on the stage of the treatment and type of appointment. Full details will be given throughout the treatment plans.

#### **Late Cancellation/Failed to attend Fee for Pre-paid or On-going Treatments:**

- Some appointments don't have a charge - for example if a patient has pre-paid for second stage of endodontic treatment, clear braces, or for other reasons, such as review appointments. However, late cancellations or no-shows still lead to a loss of chair-time and staff costs, just like a paid appointment would. For these appointments we reserve the right to apply a late cancellation fee to your account which will need to be cleared before additional or rescheduled appointments can be booked. This will be based on the following structure:
  - £55 (for appointments of 10 minutes)
  - £100 (for appointments of 20 minutes)
  - £150 (for appointments of 30 minutes)
  - £200 (for appointments of 40 minutes)
  - £300 (for appointments of 60 minutes)

Only the Company Director has the right to waive or alter the fees listed above and if you feel you have a reasonable basis on which to request a variation in charge from the above policy then you must apply in writing to Dr Dimitrios Sourtzis, Cygnet House Dental Studio, Grace Swan Close, Hundleby, Spilsby, Lincs, PE23 5LT, or email as detailed below, please state in writing your request and reasons for your request. Each request will be dealt with on an individual basis and take into account all the previous attendance records.

Definitions that will apply to the above policy:-

**1) Failed to attend appointment.**

- a) The patient has failed to arrive for their appointment.
- b) The patient arrived in an untimely manner for their appointment, i.e. arrived late which would not allow sufficient time for the practitioner to complete the planned treatment without interruption to the smooth running of the days booked appointments or would cause inconvenience to subsequent patients.

**2) Cancelled appointments**

- 1) Appointments up to 20mins in length that are cancelled by any means of communication within 24 working hours of the appointment time.
- 2) Appointments over 20 minutes in length that are cancelled by any means of communication within 48 working hours of the appointment time.
- 3) Appointments that are attended but in which treatment is refused due to matters out of the control of Cygnet House Dental Studio.

I, AS A PATIENT OF CYGNET HOUSE DENTAL STUDIO HAVE READ, UNDERSTOOD AND AGREE TO ABIDE BY THE ABOVE POLICY.

NAME:.....

SIGN: .....

DATE:.....