



CANCELLATION POLICY

Arriving Late

In order to provide a fair and timely service to all of our patients, we require that patients, who have made a booking, arrive promptly for their appointment.

Arriving late will rob you of precious treatment minutes, as each appointment we aim to finish exactly on time as a courtesy to our next patient.

We fully understand that sometimes being late is outside of your control. We will always do our best to accommodate late arrivals by performing the most complete treatment possible in the time remaining.

If your appointment time becomes inconvenient for you, we are always happy to change it if you provide us with at least **24 hours' notice**. This allows us to schedule in a patient who may be in urgent need of care.

Unfortunately, arriving too late to perform the treatment may result in a cancellation charge.

Our Policy on Cancellations... And Failure to Attend

When you make an appointment at Swansea or New Lambton Family Dental, that time is reserved exclusively for you. We do not double book patients; we schedule appointments for one patient, dedicating our resources to that patient for that time slot.

If you need to cancel your appointment:

- Please call us on **Swansea 02 49713366** or **New Lambton 02 49539594**.
- We require a **minimum of 24 hours' notice**.

Our front desk staff will aim to place a courtesy reminder call or SMS to you prior to your appointment. Please bear in mind that if you do not receive your reminder call, your appointment remains your responsibility to attend or reschedule at least 24 hours in advance.

We pride ourselves on keeping our costs affordable for our patients. One way we do that is efficient use of equipment and professional staff. Missed or broken appointments represent a cost to us, and to other patients who could have been seen in the time set aside for you. They interfere with our dental practice and create unnecessary scheduling problems for other patients.

Please advise us as soon as possible if you cannot attend an appointment. This allows us to offer your appointment to someone else who may need urgent treatment. Since we turn away other patients to hold your appointment, any missed appointments or cancellations with less than 24 hours' notice will result in a cancellation charge. If you need to cancel your appointment within 24 hours due to illness, we will gladly reschedule your appointment and waive the cancellation fee.

Due to the difficulty of filling last-minute cancellations, we respectfully request 24 hours' notice. If this request is not fulfilled, it will be necessary to charge a \$50 fee for missed appointments or last-minute cancellations. We also may reserve the right to charge the cost of the treatment upfront before making another appointment. This is only done if there are several cancellations. Please understand that we consider this a last resort, with the real motivating factor being our concern for the quality of service we are able to provide to you and to our other valued patients.

We Thank You for Your Cooperation and Understanding

If you need to change your appointment please give us at least 24 hours' notice.

Call us at the surgery today on **Swansea 02 49713366** or **New Lambton 02 49539594**.