



FAILURE TO ATTEND AND CANCELLATION POLICY

The Dental Centre Oakdale is committed to providing outstanding dental care in an efficient and timely manner. Missed appointments and late cancellations prevent us from offering appointments to other patients, including those requiring urgent treatment, and increase the running costs of the practice.

To ensure appointments remain available and our fees remain competitive, the following policy applies to all patients.

Appointment Cancellations

If you are unable to attend a pre-booked appointment, you must notify The Dental Centre Oakdale by telephone or email with at least 24 hours notice. We will make every effort to offer you the next available appointment.

Appointments cancelled with less than 24 hours notice will be treated as short-notice cancellations.

Failure to Attend and Short-Notice Cancellation Charges

Failure to attend an appointment without appropriate notice, or cancelling with less than 24 hours notice, will result in a charge of £2 per minute of the appointment time reserved (for example, a 20-minute appointment will incur a £40 charge) or loss of any deposit paid.

This fee reflects the surgery time reserved exclusively for you and the associated costs incurred by the practice.

Deposits and Advance Payments

All appointments require a deposit to be paid when booking.

- Reservation deposits are calculated at £2 per minute of the appointment time and will be deducted from the final treatment cost.
- Treatment involving laboratory work may require a minimum 50% deposit.
- Deposits become non-refundable if the appointment is missed or cancelled with less than 24 hours notice.

- If laboratory costs exceed the deposit paid, any additional costs remain payable. The final decision regarding deposits rests with the Practice Owner.

Further Bookings Following a Missed or Short-Notice Cancelled Appointment

Following one short-notice cancellation or one failed appointment, full payment for the next appointment must be made in advance before another appointment can be booked. This payment will only be refunded if the appointment is cancelled with the required notice. Should a patient continue to miss or cancel appointments at short notice, The Dental Centre Oakdale reserves the right to refuse future appointments or request advance payment for all future bookings.

Private patients who miss more than two appointments may no longer be offered further appointments at the practice.

Exceptional circumstances will always be considered at the discretion of the Practice Manager.

Private Patients

All private patients attending hygienist appointments are required to pay a reservation deposit equal to 50% of the hygienist fee.

If you need to change your appointment, at least two working days' notice is required.

Deposits are non-refundable where insufficient notice is given or where the appointment is missed.

A new deposit must be paid before another hygienist appointment can be booked.

Membership Plan Patients

Membership Plan patients who miss a routine dental examination or hygienist appointment will not be charged for the first missed appointment and, where appropriate, will be offered one opportunity to rebook within their membership year.

Any subsequent missed routine appointments will be forfeited and cannot be replaced, charges may be applied to cover surgery time lost.

New Patients and Non-Registered Patients

Patients who are not registered with the practice must pay the full fee in advance for dental examinations, emergency appointments and hygienist appointments.

If a new patient fails to attend their first appointment, the payment made will be non-refundable and the practice reserves the right to decline any future appointments.

Outstanding Balances

Patients with outstanding balances may not be offered further appointments until their account has been settled in full. Payment will be taken in full when booking future appointments.

Treatment Plans

Treatment plans are estimates and remain valid for three months from the date issued.

Where additional treatment becomes clinically necessary, this will be discussed with you before proceeding whenever possible. Any additional procedures may incur additional fees.

If you choose not to continue treatment after it has commenced, you remain responsible for payment of all treatment completed and any laboratory work already undertaken.

Late Arrival

Patients arriving more than 10 minutes late may need to have their appointment rearranged if there is insufficient time to complete treatment safely without affecting subsequent patients.

Where appropriate, the missed appointment policy may apply.

Repeated Cancellations

Repeated failures to attend or repeated short-notice cancellations significantly impact our ability to provide care.

- Loss of any deposit paid. Full payment required in advance for all future appointments.
- Refuse advance booking of appointments.
- Remove patients from the practice list where attendance is consistently poor.

Practice Cancellations

Occasionally, appointments may need to be rescheduled due to unforeseen clinical circumstances or emergencies.

Whilst we make every effort to keep appointments running on time, The Dental Centre Oakdale cannot accept liability for delays or cancellations outside of our control.

Cancelling on Behalf of Another Patient

To protect patient confidentiality, appointments may only be cancelled by another person where appropriate consent has been given, unless the patient lacks capacity or you are their parent, legal guardian or authorised carer.

Our reception team will be happy to assist where clarification is required.

Appointment Reminders

Text message and email reminders are sent as a courtesy only.

It remains the patient's responsibility to remember and attend their appointment.

Delivery of reminder messages cannot be guaranteed, and failure to receive a reminder will not be accepted as a reason for failing to attend or cancelling late.

Appeals

If you believe your circumstances were exceptional and outside your control, you may appeal any charge by writing to the Practice Manager.

Email: practicemanager@dentalcentreoakdale.co.uk

Practice Manager
The Dental Centre Oakdale
The Square
Oakdale
Blackwood
Caerphilly
NP12 0LR

All appeals will be considered individually, and the final decision rests with the Practice Manager.