

## Appointment Cancellation Policy

It is the aim of this practice to provide quality dental care to our patients on schedule and to use clinical time effectively. To achieve this aim, we have an appointment cancellation policy.

### **Cancellation of an appointment**

Patients are requested to give at least 1 working day's notice to cancel a general dental appointment (examinations, oral hygiene). To cancel an appointment for treatment which was scheduled for 1 hour or longer, 3 working days' notice is required. Cancellations should be made by telephone on 01932223479 or by emailing reception on [reception@mulberrydental.co.uk](mailto:reception@mulberrydental.co.uk).

There is a fee for private dental appointments that are missed or cancelled with less than the required notice. The fee is based on the length of the appointment and can be found in the latest private fees list.

It is our aim to telephone or write to patients after a missed appointment to understand the reason for non-attendance and to inform them about any fee.

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to the practice manager.