



## **Cancellation Policy**

We know your time is valuable, and ours too. Out of respect for all our patients and members of our clinical team, we ask that you give us notice if you need to cancel an appointment. We would like to inform you that a deposit is required when booking an appointment at the practice, via phone or online via our website. The amount of the deposit depends on the scheduled treatment, and the associated fee.

If you need to cancel your appointment, we respectfully request 48 hours' notice. You can cancel your appointment in writing via email, in person at the practice or via phone, a voicemail; if the phone is occupied or the practice is closed, is also acceptable.

Any cancellation or reschedule made less than 48 hours, will result in a cancellation fee. The amount of the fee will be equal to the deposit. In the event of an unavoidable emergency, all or part of your cancellation fee may be applied to future services.

Our terms and conditions state:

- 48 hours' notice is required to cancel or reschedule an appointment.
- Fees are to be paid when they become due.
- Less than 48 hours' notice will incur a cancellation fee equal to the deposit.

For any patient wishing to dispute the policy, we would like to ask you to put this in writing; [info@canterbury-dentist.co.uk](mailto:info@canterbury-dentist.co.uk), Burgate Dental Practice & Implant Centre, 14 Burgate, Canterbury, CT1 2HG.