

Andrew House Dental Practice Cancellation Policy

When booking an appointment with us at Andrew house, we require a deposit to secure your dental appointment. This deposit is confirmation of your appointment and will be deducted from the cost of your dental treatment. Providing you give sufficient notice for cancellations or amendments; your deposit will be held on account and can be used against the cost of future treatment.

Cancellation

If you are unable to attend your appointment for any reason, then you should inform us as soon as possible and at least 2 clear working days before the scheduled start time. Our working days are Monday to Friday.

For appointments of 1 hour or longer, the notice period is 4 working days for cancellations or amendments.

Late Cancellation or Non-Attendance

If you do not attend your appointment or cancel later than the deadlines shown above, we reserve the right to make a charge. This charge will be added to your account with us; if you have not paid a deposit, settlement of this charge will be required before treatment can continue.

Appointment Reminders

Please note that although we normally send reminders before appointments, it is your responsibility to attend. Practice reminders are subject to internet and mobile coverage and cannot always be relied upon.