Deposit & Appointment Policy

We want to thank you for your continued trust in our team and for helping us keep appointments running smoothly for everyone.

As you may know, we have been experiencing very high demand for appointments and limited clinical space. Unfortunately, when appointments are missed or cancelled at short notice, it becomes difficult for us to offer those times to other patients who may be waiting for treatment. It also impacts the smooth and financially sustainable running of the practice.

To help manage this fairly and ensure we can continue providing the best care to all our patients, we have introduced a deposit policy for all treatment bookings:

- **For Dental Exams: a 50% deposit is required at the time of booking.**
- **For treatments a deposit will be required based on time:**
  - **15-minute appointment £30.00**
  - **30-minute appointment £60.00**
  - **45-minute appointment £90.00**
  - **60-minute appointment £120.00**
  - **90-minute appointment £150.00**

*Emergency appointments require payment in full at time of booking

If you need to change or cancel your appointment, please give us at least 48 working hours' notice.

- Cancellations or reschedules with less than 48 working hours' notice will result in the deposit being forfeited.
- Missed appointments without notice will also result in the deposit being forfeited.

Your deposit will, of course, be deducted from the total cost of your treatment on the day of your appointment. We completely understand that unexpected things can happen. If you ever have difficulty attending or concerns about this policy, please contact our team and we will do our best to support you.

Thank you for your understanding and cooperation in helping us provide fair access and high-quality care for everyone.