

Cancellations, Failed and Late Appointments Policy

We aim to provide our patients with the best possible service and to achieve this we need your cooperation.

We invest in the latest technology, including modern telephone equipment and an online booking system, to allow our patients to book or reschedule appointments easily and receive reminders regarding their appointments. Our appointment system supports timely access to care and treatment, allows patients to access services at a time that suits them and minimises the length of time people must wait to be seen.

Appointments can be made or rescheduled by calling our reception team on 0208 747 9933 or emailing info@whitedentalrooms.co.uk.

Reminders are sent via text messages or email at appropriate intervals before any appointment, and patients are requested to inform the practice of any changes to their contact details. Please note, text and email reminders are sent out of courtesy, not necessity, and it is your responsibility to attend your appointments on time. All text messages and emails sent by our system are logged when successfully sent. It is your responsibility to check your text messages and emails and to ensure that we are informed of any changes to your details. We will assume that you have received your reminder if it has been logged as successfully sent.

It is inevitable that sometimes you may need to cancel or rearrange your dental appointments. We would ask patients to give as much notice as possible when cancelling an appointment, so we have the opportunity to offer it to someone else, although we do understand that during an emergency this is not always possible. Non-attendance and cancellations at short notice deprive other patients of our services and valuable clinical time.

Appointments are often wasted when people do not attend. These appointments could have been used by other patients.

Appointment Deposits

A £50 deposit (minimum) is required for all appointments, including consultations. This deposit will be deducted from the cost of your treatment if you attend as scheduled. The deposit secures your appointment time and allows us to allocate clinical time effectively.

Cancellations and Failure to Attend

- If you cancel within 48 hours of your appointment, your £50 deposit will be retained.
- If you fail to attend your appointment, your £50 deposit will be retained.

We require at least 48 hours' notice to cancel or rearrange an appointment. This allows us to offer the appointment to another patient in need of care. Cancellations within 48 hours will result in the loss of your deposit.



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Consultation Appointments

- Consultations require a £50 deposit under the same terms.
- If you proceed with treatment, the deposit will be deducted from your treatment cost.
- If you choose not to proceed, your deposit will be refunded, provided you inform the practice within 2 weeks of your consultation appointment.
- If we do not hear from you within this 2-week period, the deposit will be retained.

Lateness

If you arrive more than 10 minutes late, we may not be able to see you. In such cases, your appointment may be treated as a missed appointment, and your deposit may be retained.

Practice Policy

We reserve the right to ask patients to find an alternative dental practice if they:

- Frequently miss appointments
- Frequently Arrive late
- Fail to provide adequate notice for cancellations

If you have any questions about this policy, please contact our team. We thank you in advance for your understanding and cooperation.