



Cancellations, Failed and Missed Appointments Policy

At Roseneath Dental Practice, we are committed to providing high-quality care to all our patients while ensuring the smooth and efficient running of our practice. To help us achieve this, we ask that appointments are managed responsibly, allowing us to accommodate all patients fairly.

Cancellation Policy

When you book an appointment, you are reserving a dedicated time slot with our team. To ensure fairness and minimise disruption, we kindly ask for sufficient notice if you need to cancel or reschedule:

- Appointments of 60 minutes or less: Please provide at least 24 hours' notice.
- Appointments longer than 60 minutes: At least 48 hours' notice is required.

Missed appointment and late cancellations:

An appointment will be considered a missed or broken appointment if:

- The patient fails to show up for the appointment,
- The patient arrives more than 10 minutes late, where it is no longer possible to provide the appointment as scheduled.
- The patient cancels or requests to reschedule with less than the required notice, meaning that the appointment time cannot reasonably be offered to another patient.

First missed appointment or late cancellation

Where a patient misses an appointment or cancels with insufficient notice for the first time, the Practice will normally seek to reschedule the appointment.

The patient will also be advised that any subsequent missed appointments or late cancellations may result in a cancellation fee being charged.

Repeated Missed Appointments or Late Cancellations

Where a patient misses two appointments or repeatedly cancels with insufficient notice, a cancellation fee may be charged.

The applicable fee is:

- £46.00 for appointments of 60 minutes or less.
- £90.00 for appointments longer than 60 minutes.

Any applicable cancellation fee must be paid before a further appointment or treatment is provided.

Where a patient has more than two repeated missed appointments or cancellations, the Practice reserves the right to apply a cancellation fee to future appointments.

Patients who repeatedly fail to attend appointments or provide adequate notice of cancellation may, at the discretion of the Practice, be refused further appointments.



Exceptional Circumstances

We recognise that emergencies and unforeseen circumstances may occasionally prevent a patient from attending an appointment or providing the required notice.

In exceptional circumstances, the Practice may, at its discretion, waive or reduce a cancellation fee. Patients should contact the Practice as soon as possible.

How to Cancel or Reschedule

If you need to cancel or reschedule your appointment, please contact us as soon as possible.

Telephone: 01481 725800 or

Email: reception@roseneathdental.com

Providing as much notice as possible helps us minimise disruption and allows us to offer appointments to patients who may be waiting for care.

By choosing to use our services, you agree to comply with our cancellation policy.

We appreciate your understanding and cooperation. If you have any questions, please do not hesitate to contact us. We are always happy to assist.