

## Deposit and Cancellation Policy

**\*COVID-19 NOTICE** - To limit the contact you have at the practice and make your visit as safe as possible; we will not be taking any payments in the practice. If you have not yet prepaid for your treatment, you will receive an email 2 days prior your appointment with an invoice and instructions for full payment. We kindly ask you to complete this before coming to your appointment.

### Why do you collect a deposit to book an appointment?

To reduce the number of missed appointments and late cancellations, we ask all patients to pay a deposit to secure an appointment. As long as you attend your appointment on time or else give at least 48 hours' notice to cancel or change it, the deposit will be refunded by deducting the amount you have paid up-front from the cost of your treatment. However, if you do not attend your appointment on time or you do not give at least 48 hours' notice to cancel/change the appointment, the deposit will be kept by the Clinic to cover the costs of the dentist and nurses who have been allocated to you for your scheduled appointment. Missed appointments result in increased waiting times for all of our patients who wish to book appointments as well as increased costs for the surgery and higher treatment costs for patients.

### How much is the deposit?

The deposit is calculated as £50 per half hour of scheduled treatment time (with a minimum of £50).

### When is the deposit refunded?

If you cancel your appointment at least 48 hours in advance and you do not wish another appointment, your deposit will be refunded in full using the original payment method. Otherwise, your deposit will be deducted from the cost of your treatment cost on the day your treatment takes place.

### How can I lose my deposit?

If you fail to show up for an appointment on time or fail to notify us at least 48 hours in advance of a cancellation, the Clinic will keep the deposit and require a new deposit to be made to book a new appointment.

### Are there any exceptions?

There may be exceptions made in the event of a genuine emergency. We will rebook a new appointment if there is a medical emergency with either the patient or a close relative (we would kindly request a medical certificate to be shown on your next appointment) or in the event of the death of a close relative.

### How do I cancel or change an appointment?

Please ring the surgery on 020 7739 3345/ 020 7638 6600 during normal office hours or else email [info@olddentalclinic.com](mailto:info@olddentalclinic.com) (with the subject line 'appointment cancellation' or 'appointment rebooking'). Please make sure that we receive your email or call at least 48 hours before the start of your scheduled treatment time. If you can't get through on the phone, please send an email.

ODL Dental Clinic Office Hours: Mon – Thu 08:00 – 20:00; Fri 08:00 – 18:00 If you have any questions, please do not hesitate contact us.