



North Street Dental Practice

Hygienist booking & cancellation Policy as of
1st September 2021

As of the 1st of September 2021, North Street Dental Practice has introduced the following policy regarding hygienist appointments. When booking your future hygiene appointment, the following will apply.

- Pre-payment of appointment at the time of booking.
- Full refund of fee or reschedule of appointment if cancelled with 48 hour's notice.
- 50% of the fee will be refunded if appointment is cancelled with 24 hour's notice.
- If the appointment is cancelled with less than 24 hour's notice 100% of the fee is **non-refundable**.
- If appointment is cancelled at anytime by the practice, we will refund 100% of the fee or reschedule the appointment for you.



North Street Dental Practice

Hygienist booking & cancellation Policy as of 1st September 2021

Denplan Patients

As of the 1st September 2021 North Street Dental Practice has introduced a new policy regarding hygiene appointments.

We please ask that if you need to cancel or amend your appointment with our hygienists that you give a minimum of **48 hour's notice**. We understand this isn't always possible but would be very grateful if you could comply with our request due to the limited number of appointments we have available. We are trying to prioritise Denplan Patients as Oral Health is a high priority.

If you fail to attend a hygiene appointment without informing the practice you will receive an email or letter advising you of the options of rebooking your appointment.

If you would like to rebook your hygiene appointment there are two choices in how we can accommodate this for you.

The first is you can wait until your next appointment would be due, this may be 3, 6, 9 or 12 months. Whichever your dentist recommends to you. If you would be interested in this option, please call reception and they will note on your record to contact you when this will be due in future.

If you would like to arrange an appointment sooner, we will ask you to pay for the appointment. The reason for this is due to missing a pre booked appointment you had with North Street Dental Practice & the demand and wait is extremely high. The current cost is £85 per appointment.