

Failure to Attend/Cancellation Policy

We understand that unforeseen circumstances can sometimes arise, leading to the need to reschedule or cancel an appointment. However, missed appointments not only affect our ability to provide timely care to all our patients but also result in wasted resources and time for our healthcare providers.

Effective from **01/07/2023**, we have implemented a policy of charging a fee for missed appointments, also known as a "Failed to Attend" fee. This fee is intended to cover the costs associated with the time reserved for your appointment, as well as any overhead expenses incurred.

The Failed to Attend fee will be charged in the following circumstances:

- **Missed Appointments:** If you fail to attend a scheduled appointment without providing any prior notice or cancelling within our designated cancellation period, you will be charged the Failed to Attend fee.
- **Late Cancellations:** If you cancel your appointment with less than 48 hours' notice before the scheduled time, you will be charged the Failed to Attend fee. Please note that the specific cancellation notice period may vary depending on the type of appointment or service.

We understand that unforeseen emergencies and unavoidable situations may occur, and we will take these into consideration when assessing the application of the Failed to Attend fee. If you have experienced such circumstances, we kindly request that you contact the practice as soon as possible to explain your situation.

To avoid incurring the Failed to Attend fee, we encourage you to adhere to the following guidelines:

- **Prior Notice:** If you are unable to attend your scheduled appointment, please provide us with as much notice as possible. This allows us to offer the appointment slot to another patient in need of care.
- **Cancellation Policy:** Familiarise yourself with our cancellation policy, which outlines the required notice period for cancellations. The policy requires minimum 48 hours' notice of cancellation. (Our policy can be found on our website outlining FTA/short notice cancellation charges www.greensidedental.co.uk)

We value your partnership in your dental journey and appreciate your cooperation in adhering to our appointment policy. If you have any questions or require further clarification, please do not hesitate to contact us. Our team will be happy to assist you.

Thank you for your understanding and cooperation. We look forward to continuing to provide you with quality care.