



MEADOW SPRINGS DENTAL CLINIC

Cancellation, Failed to Attend and Short Notice Cancellation Policy

At Meadow Springs Dental, we appreciate that time is precious and we try to respect your time as much as we hope you respect ours. Short notice cancellations, failing to attend, or arriving late can inconvenience our other patients and staff members.

Due to our clinic being a small dental practice, there are increased financial strains when appointments are missed and other patients in need of urgent treatment can miss out on being seen. We aim to provide excellent quality treatment at an affordable price and the main way this is possible is through efficient use of our appointment time. Missing an appointment or cancelling last minute represents a cost to us and results in scheduling problems to other patients trying to get an appointment. Due to the difficulties of filling last-minute cancellations we require 24 hours' notice.

If you need to rearrange your appointment, please let us know as soon as possible, so your appointment can be offered to another patient requiring urgent dental care. With increased busy periods at the practice, we turn away or postpone other patients to ensure you have your appointment. Therefore, any missed or short notice cancelled appointments will incur a cancellation fee.

Due to extremely busy times, limited appointment space and our small business size, we are providing the following cancellation policy. We would appreciate your understanding on the matter.

- Our reception will send out a reminder call, SMS or email 24 hours prior to your appointment. Please ensure you read the message to confirm the correct date and time and then please respond either by calling or replying to the SMS. This helps with our processing of your appointment.
- Failing to attend, rescheduling or cancelling your appointment with **MORE** than a 24-hour notice period is very helpful to us and we appreciate this greatly. We will be more than happy to accommodate you.
- Failing to attend, rescheduling or cancelling your appointment with **LESS** than a 24 hours notice period would need a valid reasoning, as we understand there are unforeseen circumstances such as cancellations for the 1st time relating to illness, traffic problems, bad weather and family emergencies etc., which would not result in a cancellation fee charge.

- However, if you wish to book for a second appointment, then we will require an appointment holding fee of \$50. If you attend, this will be taken off your treatment costs for the appointment or refunded if the treatment does not cost up to \$50.
- We reserve the right to charge the cost of the appointment's treatment upfront before making another appointment. This will usually only be reserved if there have been multiple cancellations and we try to use this as a last resort. Our staff and management would hope that it does not come to this.

Long appointments and treatments involving more time, such as whitening, require 50% deposit payment at the time of booking.

At Meadow Springs Dental Clinic, we reserve the right to ask patients that have failed to attend, cancel appointments with little notice, arrive late or behave in a rude manner to source an alternate dental treatment provider.