



APPOINTMENT MANAGEMENT AND PAYMENT POLICY

Fair Pricing

At Dental Rooms fair pricing is an important part of our ethos. We want the fees that we charge you as a patient to be great value to you in addition to reflecting a fair price for our skills, experience and investment in training, technology, and high-quality materials.

Help us to help you

For us to maintain our fair pricing structure, along with our commitment to helping you stay healthy with great looking teeth that function for life, we need your help.

When we have an appointment scheduled together, we have that time reserved especially for you. We work hard to make sure nothing gets in the way of that. You need to make sure that your appointments are set at times when you have the least likelihood of any type of delay or interruption to your schedule. We also suggest you note appointment times on your calendar. That way if a potential conflict comes up, you can say that you have a prior commitment. We find that patients who prioritise their health by committing to appointments as recommended prevent more complicated problems occurring and make savings on the cost of dental care in the long term.

Reservation Fee and Payment in Advance Policy

A reservation fee will be required to secure all appointment bookings. This is fully refundable and subject to Dental Rooms' cancellation policy.

Please see table below for required reservation fee:

Appointment Length	Reservation Fee	Example	Full Payment
30mins	£50	30 mins - £50	Full payment required <u>3 days prior to the appointment</u> over the phone or via our secure online payment link
1 hour or longer	£100 per hour	1 Hour- £100 1h 15mins - £125 1h 30mins - £150 1h 45mins - £175 2 hours - £200	

We kindly ask our patients to settle the remaining balance of their treatment cost at least **3 days prior** to their appointment, either over the phone or via our secure online payment link. Please note that all payments must be completed before any dental examination or procedure can begin.

How to pay for your reservation fee:

- Pay over the phone by debit or credit card
- Use our secure online payment link

How to complete your full payment:

- Pay 3 days before the appointment over the phone
- Use our secure online payment link to complete your balance at least 3 days before your appointment

Unfortunately, we are unable to accept cheques and American Express.

Our Promise to You:

- We try to provide you with straight forward payment options
- We promise to be clear and transparent about costs, by providing a written estimate and treatment plan at the beginning of your treatment
- We understand that paying upfront may not always be possible, therefore we offer affordable **monthly payment plans** for patients that require this.

Terms

Payment must be made on time, in full, and without any deduction. In the event that an account is outstanding, we reserve the right to charge 3% interest to all late payments and will refer the matter to our debt collection agents which will incur additional costs. The additional costs incurred to collect the debt will be added to the debt, plus VAT.

If you decide against proceeding with any treatment, we will refund any advance payments.

Late Cancellation and Failed Attendance Policy

Cancellation Policy:

We reserve the right to charge a fee for late cancellations (less than 2 working days' notice) or missed appointments. Cancellation of appointments can only be made via the practice telephone on 0208 946 2426 and not via e-mail or text. Please be aware our Text Message service is a courtesy reminder only and not a confirmation of appointments.

Cancelling an appointment at short notice often means we are unable to offer the time to another patient, resulting in gaps in our schedule. To maintain fair pricing for all patients, we have the following cancellation policy in place:

We will always endeavour to reallocate your appointment time to another patient. However, if this is not possible, the following policy will apply. This also includes non-attendance at a scheduled appointment.

1. Short-notice cancellations (less than 2 working days) will incur a charge based on our day-to-day running costs per surgery. Check-ups, routine dental visits, and hygiene appointments are charged at £50 per 30 minutes of appointment time, and dental treatments are charged at £100 per 30 minutes. While this charge does not fully cover the cost of lost treatment time, it allows us to pay our dental care team and partly cover our overheads, helping to avoid unnecessary price increases.
2. Repeated short-notice cancellations or missed appointments will incur charges as above, and we reserve the right to decline future appointment bookings.

Late cancellation charges must be settled within 7 days of the appointment date.

Understanding

We appreciate your understanding of our appointment cancellation policy in helping to run an efficient appointment system. We will always take exceptional circumstances into account if the unforeseen happens and on the rare occasion you have the need to cancel an appointment at short notice.

If you wish us to consider exceptional circumstances with a late cancellation, simply write to us within 48 hours from the date of the cancelled appointment, outlining these circumstances and enclosing any supporting evidence.

Each case will be considered individually, and we will contact you within 28 days informing you of the outcome, if necessary, crediting any fees incurred and paid.