

## 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
Under 1 hour long	None	N/A	Full payment required <b><u>3 days prior to the appointment</u></b>
1 hour or longer	Required / £100 per hour	1 hour - £100 1h 15m - £125 1h 30m - £150 1h 45m - £175 2 hours - £200	<b><u>over the phone or by BACS</u></b> payment during our appointment confirmation call

We kindly ask our patients to pay the balance of the cost of treatment **3 days prior to the appointment** over the phone or by BACS payment. All patients must complete their payment before any dental examination/procedure commences.

#### **How to pay for your reservation fee:**

- Pay over the phone by debit or credit card
- Send us a BACS transfer

#### **How to complete your full payment:**

- Pay 3 days before the appointment over the phone
- Send us a BACS transfer **minimum 3 days before** the appointment if you wish to pay for the balance in advance

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 for late notice, less than 2 working days 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 usually means that we are unable to re-allocate the time to another patient resulting in space in our appointment diaries. We have the following system for appointment cancellations to maintain fair pricing:

We will endeavour to reallocate the time to another patient. If this is not possible, we have the following policy which also applies to non-attendance to a scheduled appointment.

1. In the first instance of a short notice cancellation, we will give you the opportunity to rearrange the appointment. We will cover the overhead costs and ensure your dental care team are paid.

2. In the second instance of a short notice cancellation, a charge will be made based on our day-to-day running costs per surgery; check-ups/routine dental visits and hygiene appointments are calculated at a cost of £50 per 30 minutes of appointment duration and dental treatments at a cost of £100 per 30 minutes. Whilst this charge will not fully cover the cost of the lost treatment time it will allow us to pay your dental care team and to partly cover our overheads which helps to prevent raising our prices unnecessarily.

3. In the third instance of a late cancellation, a charge will be applied as above. We also reserve the right to refuse to reserve any further appointment time in our diaries.

**Late cancellation charges must be settled within 14 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.