

Payment Policy

New Patients are always very welcome. A New Patient will receive an examination with X-rays, followed by a treatment plan/estimate. Complex cases may require a second visit prior to finalising the plan and may require models to be made. A registration payment is usually taken when booking the initial consultation which covers the cost of the initial examination.

Deposits: Deposits may be requested for treatment plans which result in appointments over 30 minutes. The deposit will be applied at £1.00 per minute of the appointment (i.e. A 45 minutes appointment will be a £45 deposit). This will be non-refundable should the appointment be missed. Larger/more complex treatment plans (i.e. Implants) will require a higher deposit, usually set at 50% of the overall treatment.

Payment in full is required in advance for all **hygiene appointments**. In the event of non-attendance or arrival more than 10 minutes late, the full appointment fee will be charged.

Cancellation Notice: 48hrs cancellation notice is required for routine dental appointments to avoid a cancellation charge. This allows the appointment to be offered to others.

Missed appointments: Missed hygiene appointments will be charged at the full fee, which will need to be paid before a further appointment is booked. Missed dental appointments will be charged as per the initial deposit. Giving us notice allows us to offer these appointments to others and avoid these charges.

Emergency appointments: We try to see all emergencies within 24hrs. We have an emergency contact on our answer machine providing weekend cover for our registered patients. Please call as early as possible in the morning for emergency appointments, so that we may accommodate you.

Payments: Payments are due as treatment progresses at each appointment. Patients will be asked to keep up to date with payments as treatment progresses and that all payments are made by completion of treatment. Any additional treatment found to be required must be paid for as this treatment is carried out. **We do not accept cash payments.** We accept debit and credit card payments and also offer interest-free payment options on certain treatments, subject to prior agreement before the commencement of treatment. Please ask for further details.

For more information, please feel free to ask one of our reception team.