



D O'CONNOR & ASSOCIATES PRACTICE POLICY ON MISSED/BROKEN APPOINTMENTS (PRIVATE)

For Saturday appointments with the hygienist we ask for **at least 48 hours notice** cancellation. We regret that a £45 charge will be incurred if an appointment is missed or cancelled with less than 48hrs notice to cover costs and time. If we are able to reschedule another patient into the broken appointment there will be no charge.

For other private appointments there are no fees charged for appointments cancelled or changed with **at least 24 hours notice**. When appointments are cancelled with less than 24 hours notice we will do our best to reschedule the time reserved for you with another patient. However if we are unable to do this there will be a cancellation fee. Missed appointments will incur a fee. This fee is linked to the fixed running costs of the surgery and the amount of time lost.

We do understand that illnesses and emergencies do occur and we will listen to the circumstances and try to do the fair thing.