

48 HOUR CANCELLATION POLICY FOR APPOINTMENTS

Your appointments are very important to us here at Heyford Smiles. Your appointment is reserved especially for you and, while we understand that sometimes schedule adjustments are necessary, we respectfully request **at least 48 hours' notice for cancellations.**

Please understand that when you forget or cancel your appointment without giving enough notice, we miss the opportunity to fill that appointment time, and patients on our waiting list miss the opportunity to receive services. We will remind you of your appointment 3 days in advance because we know how easy it is to forget an appointment you booked months ago.

CANCELLATION FEES

A cancellation fee will apply if you fail to give at least 48 hours' notice that you will not be able to make your appointment or do not show up for the appointment. The deposit paid upfront will be kept and you will be asked to pay a deposit when rebooking the appointment.

If this is your first short notice cancellation we may decide to waive the cancellation fee depending on the circumstances.

Patients who are consistently cancelling at short notice may be asked to pay the whole fee of their appointment up front.

For appointments made within the 24 hour period, if you cannot make your appointment, please cancel within 4 hours of your appointment time. Failure to do so will result in us keeping your deposit.

The cancellation policy gives us the time to inform our patients on our waiting list of any availability and keeps our clinicians schedules filled. Our aim is to provide you with an excellent level of service and our policies help us to achieve this. Thank you for viewing and supporting our policies criteria.