

Practice Cancellation Policy

Dear patients, the practice operates a prepayment policy

If your appointment time becomes inconvenient for you, we are always happy to change it if you provide us with 2 business days' notice. This allows us to schedule in a patient who may be in urgent need of our care.

Missed appointments and late cancellations represent a cost to the practice, to you and to other patients who could have been seen in the time set aside for you. Failed appointments can sometimes interfere with dental treatment and create unnecessary scheduling problems for other patients.

We strive to accommodate the appointment needs of our patients, and make every effort to keep on time for appointments scheduled.

- **Failure to provide us with 24 hours advance notice or failure to present for a scheduled appointment will result in a cancellation or no show fee. The appointment deposit would be charged whether or not you are able to attend.**
- **If you fail to attend the practice in 2 occasions you will be deregistered.**
- **All balances must be settled before completion of denture and crown work can be fitted.**
- **New patients will be deregistered from the practice if failed to attend 1st appointment and fee will be taken**

It is understandable that sometimes cancellations can not be helped due to illness or emergency and we will take all valid circumstances into account.

Our goal in communicating our cancellation and failed to attend policy is to avoid any extra charges being passed on to the patient.

We thank you for your cooperation and understanding.

Pearl Smile Team

