183dental

Private adult patients - including Dental Plan members

Missed Appointment & Late Cancellation Policy

Version 1.0 | Effective September 2026 | Review September 2027

Our simple rule

Please give us at least 24 hours' notice if you need to cancel or rearrange an appointment. This helps us offer the time to another patient and keeps waiting times as short as possible.

Why we have this policy

We understand that plans change and that unexpected problems sometimes happen. However, when an appointment is missed or cancelled at very short notice, the clinical time has been reserved specifically for that patient and it is often too late for us to offer it to somebody else.

Our aim is not to penalise patients. The policy is there so that appointment time is used fairly and the same approach is applied consistently to everyone.

Cancelling or changing an appointment

- 24 hours' notice or more: there is no cancellation charge.
- Less than 24 hours' notice: this is recorded as a late cancellation.
- Not attending and not contacting us: this is recorded as a missed appointment (FTA).
- If the practice is closed, you may leave a voicemail or send us a message. The time you contacted us will be used when applying the 24-hour rule.

First occurrence - goodwill waiver

Everyone can make a mistake or have an unexpected problem. For that reason, the first missed appointment or late cancellation within a rolling 24-month period will normally be waived as a gesture of goodwill.

We will simply remind you of the policy. A further missed appointment or late cancellation within that 24-month period may result in a fee.

Cancellation fees

Where a fee is due, our standard charges are:

Appointment time reserved	Fee
Up to 30 minutes	**£25**
31-60 minutes	**£50**
More than 60 minutes	**£100**

Charges are based on the amount of clinical time that was reserved. For some complex or long treatment appointments, a separate booking deposit may apply; this will be explained before the appointment is made.

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Illness and genuine emergencies

Please do not attend the practice simply because you are worried about a cancellation fee if you are genuinely unwell, particularly if you may be infectious. Contact us as soon as you reasonably can.

Serious illness, hospital attendance, accidents, bereavement and other genuinely exceptional circumstances will always be considered sympathetically. These situations can be referred to the Practice Manager, who may waive a charge at their discretion.

Repeated short-notice cancellations may still become chargeable, even when there has been a reason for cancelling.

Dental Plan members

This policy applies equally to our Dental Plan members and pay-as-you-go private adult patients. Your monthly plan fee covers the care and benefits included within your membership; it does not cover clinical time that has been reserved by repeatedly missed or cancelled appointments at short notice.

Appointment reminders

Where possible, we send appointment reminders by text message, email or telephone. These are a courtesy service. Responsibility for attending or cancelling an appointment remains with the patient even if, for any reason, a reminder is not received.

Repeated missed appointments

If appointments are repeatedly missed or cancelled at short notice, we may ask for a deposit before reserving further non-urgent appointments. The deposit will normally be credited towards treatment when the appointment is attended.

In cases of persistent non-attendance, we may need to review whether we are able to continue reserving routine appointments in advance.

A policy that works both ways

If we need to cancel your appointment unexpectedly, we will let you know as soon as possible, apologise for the inconvenience and make every reasonable effort to arrange another suitable appointment promptly.

Thank you for helping us use appointment time fairly and keep access to care as good as possible for all our patients.

This policy applies to private adult appointments at 183dental, including Dental Plan members. NHS care is managed under the applicable NHS arrangements.