

## Appointment Cancellation Policy

At Neasham Road Dental Practice we aim to provide the best care possible to our patients. That is why we kindly ask you give us **24 hours notice** if you cannot make it to your appointment. This allows us to offer the appointment to someone else in urgent need of dental treatment.

- Cancellations should be made by telephone on **01325 466766** or by email on **info@neashamroaddentalpractice.co.uk**.
- If you miss or late cancel 2 appointments within a 12 month period we will not be unable to offer you further appointments.
- To cancel a Monday appointment, please send an email or leave a voicemail.
- If you have not attended an examination appointment (check-up) in the last 2 years we will not be able to offer you further appointments.
- Please note that notification by the practice of suspension from our patient list due to missed and late cancelled appointments is not required.
- Any appeals about missed or cancelled appointments should be made by email to the practice manager: **info@neashamroaddentalpractice.co.uk**, marked FAO practice manager.
- SMS or Email appointment reminders are sent as a courtesy. Please note that failure to attend due to not receiving a text message will not be considered a valid exception of our policy.