



Deposit & Cancellation Policy

Introduction

At Tudor House Dental Surgery, we are committed to providing high-quality dental care in a well-organised and efficient manner. To help us keep appointments running smoothly and minimise waiting times, we kindly ask all patients to follow the policy below.

Cancelling or Rearranging Your Appointment

We understand that plans can change. If you need to cancel or rearrange your appointment, please provide at least 24 hours' notice.

More than 24 hours' notice – your deposit will be refunded or held on your account for a future visit.

Less than 24 hours' notice or failure to attend – your deposit will be retained, and a new deposit will be required to rebook.

Please note: Weekends and bank holidays are not included when calculating the 24-hour notice period. For example, a Monday appointment must be cancelled by the previous working day.

Why This Policy Is in Place

Late cancellations and missed appointments prevent us from offering that time to other patients. This policy ensures fairness and helps us provide timely care to everyone.

Deposits & Payment Information

To secure your appointment, we require the following deposits:

£50 – routine appointments and general treatment

£77 – hygienist appointments

£49 – emergency appointments

£58 – new patient examinations

For more complex treatments — such as implants, root canal procedures, or treatments involving laboratory work — deposit amounts may vary and will be confirmed at the time of booking.

All deposits are applied toward the total cost of your treatment when you attend your appointment.

Practice Plan Patients

Patients registered under a Practice Plan are also required to give at least 24 hours' notice.

Missed or late-cancelled appointments may result in a charge or deduction, in line with your plan terms, to cover the reserved clinical time.

NHS Patients

In line with NHS guidance:

Two missed appointments, two late cancellations, or a combination of both may result in removal from our NHS patient list.

Appointment Reminders

We may send courtesy reminders prior to your appointment. However, these are not guaranteed, so we advise patients to keep a personal note of their appointment details.

Appeals & Queries

If you believe a charge has been applied incorrectly, please contact the practice in writing. We will review your request and respond as soon as possible.

Contact Us

If you need to amend your appointment or have any questions, please get in touch:

Phone: 01829 741284

Email: care@tudorhousedentalsurgery.co.uk

Website: <https://tudorhousedentalsurgery.co.uk>