



Deposit & Cancellation Policy

At **Court Dental Clinic**, our aim is to provide the highest standard of care to all patients in a timely and efficient manner. To help us manage appointments effectively and respect the time of all patients, we kindly ask that sufficient notice is provided if you need to cancel or reschedule an appointment.

When you book an appointment, that time is reserved exclusively for you and is no longer available to other patients. Missed appointments and late cancellations can significantly affect our clinical schedule and prevent other patients from accessing treatment.

Cancellation Policy

If you need to cancel or rearrange your appointment, we require a minimum of **48 working hours' notice**.

Our appointments are in high demand, and providing adequate notice allows us the opportunity to offer the appointment to another patient in need of care.

Failure to provide the required notice may result in your deposit being retained as a cancellation fee.

In exceptional circumstances, cancellation charges may be waived at the discretion of the management team.

Please contact the practice as soon as possible if you are unable to attend your appointment.

Booking Policy

A deposit is required at the time of booking for all private appointments. Appointments cannot be held without a deposit and may be offered to another patient if payment is not received.

The deposit secures your appointment and is fully refundable provided the cancellation policy is adhered to.

If insufficient notice is given, the deposit will become non-refundable.

All outstanding balances must be settled prior to leaving the clinic. Payments may be made by credit card, debit card, or cash.

Deposit Collection Structure

- **Hygiene appointments and appointments of 30 minutes or less**
Deposit required: **£80**
 - **Dental treatments lasting up to 1 hour**
Deposit required: **£100**
 - **Specialist appointments:**
Deposit required:
 - Consultation fee paid in full upfront
 - Implants: **£500**
 - Endodontics: **£300**
 - Periodontics: **£200**
 - Invisalign: **£1000 – £2000**
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Sedation & Implant Treatment Cancellation Policy

Sedation and implant appointments require extensive preparation, multiple clinicians, and specialist equipment. Due to the complexity of these appointments, additional notice is required for cancellations.

- A deposit of **£500** is required for all implant and sedation appointments
- Where sedation is involved, the remaining treatment balance may be required before the procedure commences

Failure to provide the required notice may result in the deposit being retained as a cancellation fee.

If you have any questions regarding this policy, please contact **Court Dental Clinic** and a member of our team will be happy to assist you.

Implementation date – 07.01.26

Review Date – 07.01.27