

Deposit Policy

Meads Village Dental Practice operates a non-refundable deposit policy for all Hygienist services and some dental services.

Non-refundable deposits may be taken in the event of multiple missed or cancelled appointments from patients that result in wasted surgery time. This is a means of ensuring that overheads can be covered in the event of a missed appointment or an appointment cancelled at short notice where the appointment cannot be allocated to another patient.

All hygiene services require a deposit of £24 to be paid at the time of booking to secure an appointment. This deposit is non-refundable except in exceptional circumstances. This is a rolling deposit which will be required when booking every repeat appointment with the hygienist. No appointment requiring a deposit can be booked unless the deposit is paid at the time of booking.

If, for any reason, a course of treatment is cancelled by Meads Village Dental Practice then we will make every reasonable effort to inform the patient of this as soon as possible. Patients will be entitled to receive a full refund of any deposit paid for the cancelled treatment at a limit of the amount paid IN ADVANCE only, no refunds of deposits paid for treatment completed will be made. Meads Village Dental Practice will not accept liability for any additional costs or losses incurred by the patient, which are claimed to have arisen through treatment cancellation.

Patients may *reschedule* an appointment at no cost, provided they give more than 24 hours notice. Meads Village Dental Practice will make all reasonable effort to rebook this appointment at the earliest convenient time but patients should be aware that there may be a waiting time during busy periods and we will not accept liability for any extra costs or losses incurred as a result of the appointment being postponed.

If less than 24 hours notice is given, Meads Village Dental Practice reserves the right to withhold any proportionate amount of money from the deposit paid based on the appointment length, to cover overheads. If no deposit has been paid up to this point, a deposit will be taken upon rebooking the appointment and the above will apply if this appointment is then missed again. The appointment will not be rebooked without the deposit being paid at the time of booking.

If a patient is undergoing a course of treatment that involves laboratory work (i.e crowns, bridges, dentures etc) and the lab have already provided the service when the patient cancels the course of treatment, Meads Village Dental Practice reserves the right to withhold any proportionate amount of money to cover the lab fees incurred.

Patients who repeatedly miss appointments with no prior notice or cancel appointments with less than 24hours notice may be removed from the practice list. Patient will be informed of this in writing should it happen.

Any refunds of deposits paid are made at the discretion of the principle dentist and his word will be final.