



MOLTONS DENTAL & AESTHETICS

APPOINTMENT DEPOSITS, CANCELLATION, AND FAILURE TO ATTEND POLICY

TERMS & CONDITIONS

At Moltons Dental, we are committed to providing high-quality dental care in a welcoming and well-organized environment. To ensure the best possible service to all our patients, we have established the following policies regarding appointment deposits, cancellations, and missed appointments.

WHY THESE POLICIES MATTERS

At Moltons Dental, every appointment is thoughtfully arranged to ensure you receive the dedicated time and care you deserve. When appointments are missed or cancelled without enough notice, it disrupts our schedule and limits our ability to offer timely treatment to other patients who may be waiting.

Because each appointment is reserved specifically for you, our team, facilities, and time are all carefully coordinated. Following these policies allows us to use our resources efficiently, reduce delays, and maintain a smooth, fair service for everyone. We sincerely appreciate your understanding and cooperation.

DEPOSITS FOR BOOKING APPOINTMENTS

To secure your appointment, we kindly request a deposit at the time of booking. This deposit will be credited towards the total cost of your treatment.

If you need to cancel or reschedule, providing adequate notice will allow you to transfer your deposit to a future appointment. Deposits may be forfeited if cancellations or rescheduling occur without sufficient notice, as this helps us manage our schedule and offer appointment times to other patients.

Appointment Type	Deposit Required
New Patient Examination	Full fee
Routine Exam / Hygiene Appointment	£30
Implant / Periodontal / Endodontic Consultation	£50
30-minute Treatment Appointment	£30
45-minute Treatment Appointment	£45
60-minute Treatment Appointment	£60
Two-hour Treatment Appointment	£200
Three-hour Treatment Appointment	£300
Four-hour Treatment Appointment	£400

LATE CANCELLATIONS AND MISSED APPOINTMENT FEES

We understand that unforeseen circumstances happen. However, missed or late-cancelled appointments can significantly impact our ability to provide care and disrupt the clinic's workflow.

To manage this fairly, a missed appointment or late cancellation fee may apply based on the type and length of the appointment. Please see the required notice periods and fees below:

Appointment Type	Minimum Notice Required	Fee
New Patient Examination	24 working hours	£30
Routine Exam / Hygiene	24 working hours	£30
Implant / Perio / Ortho Consultation	24 working hours	£50
30-minute Treatment Appointment	24 working hours	£30
45-minute Treatment Appointment	2 working days	£45
60-minute Treatment Appointment	2 working days	£60
Two-hour Treatment Appointment	3 working days	£200
Three-hour Treatment Appointment	3 working days	£300
Four-hour Treatment Appointment	4 working days	£400
Implant Surgery	5 working days	£300

- *Working days and notice periods are Monday to Friday, 9:00 AM – 5:30 PM, excluding public/bank holidays.*
- *Any applicable fees for late cancellations or missed appointments will be invoiced and are payable prior to your next appointment.*

ADDITIONAL POLICIES

- **Late Arrivals:** If you arrive late, we will do our best to accommodate you; however, treatment time may be reduced or rescheduling may be necessary, which could incur fees.



- **Repeated Missed Appointments:** Patients with a history of repeated no-shows or late cancellations may be asked to prepay for future appointments or may have ongoing care reviewed.
 - **Appointment Reminders:** We provide appointment reminders via text and/or email as a courtesy. It remains your responsibility to keep track of your appointments and notify us in advance of any changes.
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EMERGENCIES AND EXCEPTIONAL CIRCUMSTANCES

We understand that emergencies happen. If you have a genuine emergency or exceptional circumstance, please contact us as soon as possible, and we will do our best to accommodate your situation.

Policy Changes

Moltons Dental reserves the right to update or amend this policy at any time. We will notify patients of any significant changes via our website or direct communication.

Contact Information

If you need to cancel or reschedule your appointment, please contact us as soon as possible during our working hours:

Phone: [01322523813](tel:01322523813) | WhatsApp: [07447528746](tel:07447528746)

Email: info@moltons.co.uk
