



Bethcar

97 Bethcar Street
Ebbw Vale
Gwent
NP23 6BB
Phone: 01495 302078
Email:
office@bethcardental.co.uk

Bethcar Dental Cancellation Policy

Effective Date: 1st July 2024

Dear Valued Patient,

Thank you for choosing our dental practice for your oral health needs. To ensure that we provide the best possible care to all our patients, we have implemented the following cancellation policy for appointments that are over one hour in length.

Cancellation Policy

1. Appointment Duration:

- This policy applies to all appointments.
- Appointments that are scheduled for longer than two hours

2. Notice Period:

- Cancellations must be made at least 48 hours prior to your scheduled appointment time.

3. Cancellation Fee:

- If you cancel your appointment with less than 48 hours' notice, a cancellation fee will apply.

- The cancellation fee is calculated based on the length of the appointment scheduled and costs of treatment. The fee is 50% of treatment cost for the appointment.

5. No-Show Policy

- If you do not show up for your appointment without any prior notice, the full appointment fee will be charged.

6. How to Cancel:

- Cancellations can be made by calling our office at 01495 30278 during regular business hours.
- You may also cancel your appointment via email at office@bethcardental.co.uk , ensuring you receive a confirmation of your cancellation.

7. Emergency Situations:

- We understand that emergencies happen. If you are unable to provide 48 hours' notice due to an emergency, please contact our office as soon as possible to discuss your situation.

Exceptions may be made on a case-by-case basis.

8. Rescheduling:

- If you need to reschedule your appointment, we recommend doing so as soon as possible to avoid cancellation fees and to ensure you secure a new appointment time that works for you.

9. Repeated Cancellations:

- We reserve the right to not rebook appointments for patients who repeatedly cancel appointments at short notice or fail to show up. Repeated cancellations and no-shows result in wasted surgery time and impact our ability to serve other patients efficiently.

10. Payment of Fees:

- Any cancellation fees will be added to your account and must be paid before any future appointments can be scheduled.

***** If you are not on a patient plan at the Practice you will be required to pay 50% of your treatment costs at the time of booking and will forfeit this deposit if insufficient notice of cancellation or repeated cancellations occur *****

We appreciate your understanding and cooperation with our cancellation policy. This allows us to provide timely and efficient care to all our patients.

If you have any questions regarding this policy, please do not hesitate to contact us at office@bethcardental.co.uk

Thank you for your continued trust in our practice.

Sincerely

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