

Cancellation and Non-Attendance Policy

We are delighted you have chosen Trinity Dental for your dental care and we aim to provide you with the most optimal service for the duration of your patient journey.

We do set terms and conditions for all bookings to ensure that we can continue to provide this service level every day.

Cancellation and Non-Attendance

Should you need to cancel an appointment we ask that you do so with a minimum of 24 hours' notice where it is possible. If adequate notice has not been given, we reserve the right to charge a cancellation fee. Acknowledgement will be made in certain cases.

If you fail to attend a booked appointment and do not notify the clinic, a non-attendance fee will apply. The fee will be calculated on the surgery time lost at a minimum value of £50.00.

Fee Recovery

Should a fee be charged for cancellation, non-attendance, treatment received or the cancellation of a membership plan prior to the initial sign up period has ended and we are unsuccessful in the recovery of this fee we reserve the right to pass your personal data to a third-party debt collection agency (DCA). If we do instruct a DCA additional charges may be incurred.

Our aim in communicating our cancellation and non-attendance policy is to avoid this process and for any extra fees being passed on to the patient.

Booking and Payment

Certain treatments will require a pre-paid deposit to secure the appointment due to the appointment length and / or laboratory involvement. You will be advised prior to your booking if this applies to your treatment estimate and plan.

Payment for your appointment is due as stated in your estimate at agreed intervals.

By reading this policy and being made aware of our terms and conditions you agree to abide by them.

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