



## O'CONNORS DENTAL SURGERY

### **CANCELLATION POLICY ON MISSED/BROKEN APPOINTMENTS**

Please give us at least **2 working days notice** if you need to rearrange or cancel an appointment.

We regret that a 50% charge of the treatment price will be incurred if an appointment is cancelled with less than 2 working days notice to cover overhead costs. If we are able to reschedule another patient into the broken appointment there will be no charge.

A 100% charge of treatment price will be incurred if the appointment is missed.

We do understand that illnesses and emergencies do occur and we will listen to the circumstances and try to do the fair thing.