

Failing to Attend/Late Cancellation of Private Appointments Policy

Every year we lose valuable surgery time because of patients failing to attend their appointments or cancelling at short notice. This makes it more difficult for us to accommodate our patients in need of urgent treatment, for existing patients to book appointments and for new patients to register here. It also costs the Practice a considerable amount of money.

Policy for all adult patients and children under 18 years of age

To avoid the costs of failed or (late) cancellation charges being passed on to the rest of our patients, we will charge for unused time where a patient fails to attend or cancels without reasonable notice. Failing to attend for appointments will result in charges of £1.00 per minute being made for the lost appointment time. Late cancellation charges may apply if an appointment is cancelled within 2 working days (48 hours).

Patients who are unable to make their appointment because of illness should, where possible, contact the practice as soon as they are aware that they cannot attend. If you are unsure whether you can make it to an appointment, please contact us as early as possible to discuss the matter. Failing to notify us before the appointment time will usually result in a failure to attend charge being made, unless there are exceptional circumstances.

Email / Text Reminders:

A reminder email / text will be sent to you 48 hours before your appointment. All reminders sent by our system are logged when successfully sent.

Please be sure to inform us of any changes to your email address or mobile telephone number. We will assume that you have received your reminder if it has been logged as successfully sent. Also note, emails / texts are sent out of courtesy, and we consider it your responsibility to attend your appointment in good time. Failure of the email reminder system for any reason is not sufficient reason for failing or attending late for your appointment.

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