**Edge Dental Studio**

**Cancellation and Missed Appointments policy**

At Edge Dental Studio we endeavour to manage our appointment system to avoid delays in appointment times and minimise loss of surgery time through cancellations and failed appointments.

In return, we would like you to:

* Arrive on time for your appointments. Please give at least 24 hour’s notice if you are unable to keep your appointment. **You will be charged for continuous missed appointments at a rate of £100.00 per hour**
* Advise us of any changes to your contact details(address & telephone numbers) to help us keep our records up to date and ensure that we are able to contact you to remind you of your appointments.

**Edited by: Karen Hukin - PM & Claire Tunnard APM**

**Date: 8th November 2019**

**Review Date: 7th November 2020**