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Cancellation Policy

At Bath Street Dental Practice, we value your time and aim to provide exceptional care for all our patients. To ensure fairness and efficient scheduling, we kindly ask for notice when cancelling or rescheduling appointments, as outlined below:

- **Appointments Under 30 Minutes:**
Please provide at least **24 hours' notice** if you need to cancel or reschedule.
- **Appointments 30 Minutes or Longer:**
Please provide at least **48 hours' notice** if you need to cancel or reschedule.
- **Late Cancellations:**
 - For appointments cancelled with less notice than required, a cancellation fee of **50% of the appointment cost** (up to a maximum of £50) may apply.
- **Missed Appointments (No-Shows):**
 - Missed appointments without prior notice will incur a fee of **100% of the appointment cost** (up to a maximum of £100).
- **Repeated Cancellations or No-Shows:**
Patients with more than **two late cancellations or missed appointments within a 12-month period** may be required to pay a deposit to secure future bookings.

We understand that emergencies can arise. If this happens, please contact us as soon as possible, and we will review your situation on a case-by-case basis.