



Appointment Policy

Appointment Deposits

A deposit may be taken to secure your next appointment.

Rescheduling Appointments

We understand that things can come up from time to time where patients may require to reschedule their appointment. To ensure that we can offer patients who may be in urgent need of treatment an efficient service, we require at least **48 hours'** notice prior to the appointment time to reschedule appointments.

Missed Appointments

Missed appointments and late cancellations represent a cost to the practice, to you and to other patients who could have been seen in the time set aside for you. Failed appointments can interfere with dental treatment and create unnecessary scheduling problems for other patients. A fee of £75.00 per half an hour of clinical time lost will be charged to appointments that are rescheduled with less than 48 hours' notice or if you fail to attend an appointment.

If you are unable to attend your appointment, cancellations should be made by telephone on 0121 709 1660 or via email on info@shirazendo.com and a cancellation reason should be given. We understand that cancellations can happen due to illness or emergency, and we will assess each individuals' circumstances.

If Shiraz Endo must cancel or rearrange an appointment, will make every reasonable effort to provide the patient with as much notice as possible. Our maximum liability is limited to refunds of deposits **ONLY**. We will not accept liability for any costs or losses incurred, claimed through a cancellation.

Our goal in communicating this policy is to avoid additional charges to the patient. We thank you for your cooperation and understanding.