

Patient Payment Policy

The practice is committed to providing a high standard of treatment and service to its patients. To achieve this goal it is important that treatment fees are collected efficiently.

All patients are provided with a treatment plan and estimate before the treatment commences which has details of the payment terms and the fees payable for treatment.

To avoid unnecessary costs or inefficiency, fees are collected before each treatment plan has been completed, with the fees payable as treatment progresses, with the full balance due before the final appointment.

In the eventuality that fees are outstanding at the end of the treatment plan, the balance is collected at the last visit of the course of treatment.

If there are fees outstanding after the last visit, the practice will write to or telephone the patient to request payment. Reasonable steps will be taken to collect outstanding fees before a third party agent is instructed or legal action is initiated.

If the patient has a complaint about the treatment provided, this is taken very seriously and will be fully taken into account.

Note: If you require further private treatment, we will take a deposit to secure your next appointment.

Note: If you fail to attend or late cancel 2 appointments in one course of treatment, the dentist has the right to refuse to see you. You will also be charged for the second missed /late cancelled private treatment appointment (£50 for up to an hour appointment, £100 for 1 hour + appointments).

Note: If you fail to attend or late cancel 2 hygienist appointments, the hygienist has the right to refuse to see you. You will also be charged £80 for the fail to attend / second late cancelled.

PLEASE NOTE: Refunds can only be paid by cheque.