Dental Atelier London

Appointment Cancellation and Deposit Policy

At Dental Atelier London, we are committed to providing the highest standard of dental care. We kindly ask all patients to arrive on time for their appointments so that we can provide treatment efficiently and respect the time reserved for every patient.

We understand that circumstances can change. If you are unable to attend your appointment, please contact us as soon as possible.

1. Deposit Policy

A **50% deposit of the total treatment cost is required at the time of booking for all dental treatments**. The deposit will be deducted from the total cost of your treatment.

If the required deposit is not paid within the agreed timeframe, Dental Atelier London reserves the right to cancel the appointment and offer the reserved time to another patient.

2. Cancellation and Rescheduling Policy

We require the following minimum notice periods for cancellations or changes to appointments:

- **General dental treatments:** At least 48 hours before your scheduled appointment.
- **Surgical procedures, including implant surgery and other oral surgery:** At least 72 hours before your scheduled appointment.

If you cancel or reschedule your appointment with less than the required notice, **50% of the total treatment cost will be retained as a cancellation fee**. This applies to all treatments, including missed appointments without prior notice.

A new 50% deposit will be required to secure any future appointment.

3. Deposit Refunds

If you cancel or reschedule your appointment within the required notice period, your deposit can be refunded upon request. Alternatively, you may choose to leave the deposit on your patient account to be used towards future treatment.

If you cancel or reschedule with insufficient notice, the deposit will be retained in accordance with this policy.

4. Sundays and Bank Holidays

Sundays and bank holidays are excluded when calculating cancellation notice periods. Please contact us as early as possible if your appointment falls on a Monday or the first working day after a bank holiday to ensure that the required notice is provided.

5. Appointment Reminders

We may send appointment reminders by text message as a courtesy. However, patients remain responsible for remembering their scheduled appointments. Please do not rely solely on text message reminders, as delivery cannot always be guaranteed.

6. Contact Details

Dental Atelier London

Telephone: +44 7587 888 600

Telephone: 020 8062 3895

Email: info@dentalatelier.london

Thank you for your understanding and cooperation.

Dental Atelier London