



## **APPOINTMENT CANCELLATION POLICY**

At Instore dental we know sometimes patient's have to cancel appointments. However should this be the case we ask that you give us a minimum of 24hrs notice so that this appointment can be allocated to another patient.

We would also ask you to be mindful that when a patient does not attend their appointment it is also a loss of revenue for the clinician and the practice.

We at Instore will always try and confirm your appointment 24hrs by phone or 48hrs by sms if we have your mobile number therefore giving you and the practice time for any changes that need to be made.

If you do not attend (DNA) or fail to give the minimum of 24hrs, we will charge a broken appointment fee.

**The fee of £1.00 per minute of allocated appointment time.**