



Smile Cliniq Deposit and Cancellation Policy

Mutual Respect Policy

Thank you for being kind to our staff. They are important members of the team and it is our responsibility to ensure they are able to enjoy their working day.

Deposit Policy

We will request a deposit for all appointments.

If the cancellation is less than 24 hours for general dentist appointments or 48 hours for specialist appointments or if you fail to attend your deposit will be forfeited.

This is because we have reserved that appointment for you so someone else might miss out. The Failed To Attend fee is £100 per half an hour.

Cancellation Policy

Cancellations must be made 24 hours before your appointment for general dentist appointments.

Cancellations must be made 48 hours before your appointment for specialist appointments and sedations.

If you are unwell on the day of your appointment you must let us know by 8am.

We understand that there are times when you must miss an appointment due to an emergency or work, however when you do not call to cancel, you may be preventing another patient from getting treatment they really need.

When an appointment is canceled without the adequate notice time given we reserve the right to forfeit the deposit for the appointment.

Lateness Policy

Please allow extra time for traveling to your appointment and plan your journey before coming to the practice.

Traffic and public transport can be very busy.

Arriving late would mean cutting into your appointment time. If this means there is insufficient time to see you, we would need to reschedule the appointment and retake the deposit.

Feedback Policy

Please let us know if there is anything we can do to improve our service by replying to the email appointment confirmation you receive from us. We love to get feedback from our patients in order to continually improve our service.