

Appointments and Cancellation Policy

Here at Casa Dental, we aim to ensure we see our patients when they are in need and provide them with the best service possible. If you are registered at our practice and require an emergency appointment, we request you contact us as early as possible in the morning and we promise to make every effort possible to see you on the same day. In addition, if you are new to the Practice, we recommend calling early too.

If you think you are going to be late to your appointment, please telephone the practice and we will do our best to either reschedule your appointment to a later time that day or speak with our dentists to see if something can be arranged so that you don't miss out on your appointment.

For all new examinations, Hygiene visits and treatments booked, we require a 50% deposit upon booking to secure the appointment.

If you are unable to keep your appointment, we kindly ask that every effort is made to cancel it in advance so that it can be offered to someone else. Non-attendance and cancellations at short notice without a valid reason, results in wasted surgery time, that could be given to another patient. If you cancel your appointment less than 48 hours before the appointment time, we will mark the appointment as a short notice cancellation and the deposit you have paid, will be taken to cover lost surgery time.

If you fail to attend your appointment with us, the full deposit will automatically be taken. We will consider all reasons for failing an appointment, upon which a final decision will be made. The payable fee is £1 per minute of appointment (£15 for 15 minute appointment, £30 for 30 minute appointment, etc). This fee is also payable before another appointment is booked.

We thank you for your understanding.