

## **Cancellation Policy**

### **1. GENERAL**

Tongarra Road Family Dental is committed to providing exceptional service to every patient. Patients are allocated an 'appointment time' with the appropriate amount of time (in minutes) allocated to that one patient, ONLY. No shows and late cancellation have an impact on our small business and furthermore, the Doctors time is left wasted. For these reasons, Tongarra Road Family Dental has implemented a cancellation policy that will be strictly observed.

### **2. FULL PAYMENT**

It is a requirement that Tongarra Road Family Dental is paid in full on the day of treatment. Payments can be made via EFTPOS, Cash, Direct Debit (in approved cases only), Cheque or by one of our 3<sup>rd</sup> party payment plan providers. *Please see our 'Payment Policy' for additional information.*

### **3. CANCELLATION REQUEST**

Cancellation requests may be submitted by phone, email, SMS or in person and you must allow us at least 24 hours' notice. Patients are not generally requested to pre-pay for dental consultations or treatment unless the following circumstances occurs:

- First reschedule request; we understand that urgent situations can arise and we will NOT request a cancellation fee however, we do request appropriate reasoning.
- Second and subsequent reschedule requests; we may request a deposit in lieu of a short notice cancellation fee of \$55 at the managers discretion. We WILL require a deposit to reserve a further appointment and this will be attributed to your future transaction.
- The deposit requested is based on the time allocated for the future booking; \$55 for shorter appointments and up to \$200 for longer appointments.
- For extended appointment bookings that exceed 59minutes, a general booking deposit of \$100 will be requested; this will be attributed to your future transaction however, is non-refundable for late cancellations or no shows.
- No-shows attract an automatic \$55 fee for shorter appointments and up to \$200 for longer appointments.
- Tongarra Road Family Dental reserve the right to request patients who continually cancel appointments at short notice, fail to attend or arrive late to source another service provider.

Finally, giving consent for treatment will be considered as acceptance of all our policies. At Tongarra Road Family Dental we exist to personally care for our patients and we strive to achieve excellence for all our patients.

