

Cancellation and Late Attendance Policy

At Coppice View Dental Care, we value your time and strive to run an efficient service for all our patients. When appointments are missed or cancelled at short notice, it impacts our ability to offer care to other patients and results in lost clinical time.

We kindly ask that you give at least 24 hours' notice if you need to cancel or reschedule your appointment.

Late Cancellation and Missed Appointment Fees

- Standard appointments (under 40 minutes)

A £30.00 fee will be charged for cancellations made with less than 24 hours' notice, or for failing to attend the appointment.

- Extended appointments (40 minutes or more)

Longer appointments require significant clinical time and preparation. For cancellations with less than 24 hours' notice or missed appointments, a fee of £1 per minute of the appointment time will apply.

For example, a 75-minute appointment would incur a £75.00 cancellation fee.

Important Notes:

- Late cancellation and missed appointment fees are not covered by private dental plans (such as Denplan).
- We understand that genuine emergencies do occur, and in such cases, fees may be waived at the discretion of the Clinician.
- If you are unable to attend your appointment, please notify us by phone at the earliest opportunity.

Booking Agreement

By booking an appointment with Coppice View Dental Care, you confirm that you understand and accept the terms of this Cancellation and Late Attendance Policy.

Dated: 23rd July 2026