

BOOKING TERMS

Cancellation Policy

Patients are requested to give at least 24 hours' notice to cancel a dental appointment. If you are booked in for a long surgical or cosmetic procedure lasting more than two hours, we request at least 72 hours' notice.

Appointments can be cancelled by emailing reception@hertsdg.co.uk, calling reception on **01920 465908** or by responding to the appointment confirmation that you have been sent.

We understand that cancellations are sometimes unavoidable due to illness or emergency situations arising and we will consider all valid circumstances. We do not make a charge for late cancellations or missed appointments. However, we do reserve the right to ask a patient to find another practice if they continue to miss appointments.

We will only cancel or delay a patient's appointment in unavoidable circumstances. In such cases we will take the following steps:

- The patient will be contacted as soon as the practice is aware of the need to cancel or delay the appointment. We will explain the reason for the cancellation or delay.
- At the time of contact, the patient will be offered a new appointment at the earliest time available.
- If the patient is unable to commit to a new appointment during that contact, we will ask them to get in touch later, when we will offer them a priority appointment.

Cold Sore Policy

If you have a cold sore and have an appointment with us to see a Dentist or Hygienist, we will prefer not to treat you until the cold sore has gone away.

Active cold sores can be painful and can bleed during treatment, so we strongly suggest that you visit once the cold sore has disappeared. If you have toothache and really need to see someone then there are instances where we will make exceptions, but we do need to be made aware in advance so that we can be prepared.