



Failed Appointments Policy

Smiles of New Forest reserves the right to refuse to see any patient under the NHS with two 'Failed to Attend' (FTA) appointments or two short notice cancellations within a twelve-month period. After the first FTA, £20.60 will be charged at the time of re-booking the appointment.

Should a patient fail to attend two appointments or provide less than 24 hours' notice of intent to cancel, Smiles of New Forest can refuse to provide any further treatment.

Should a patient cancel at short notice or fail to attend a Hygienist appointment, £15 will be charged for the thirty-minute appointment.

Patients that fail to attend appointments for private treatment will be charged at £1.00 per minute for the duration of the appointment.