



Battersea Bridge Dental Appointment Cancellation Policy

We understand that sometimes there may be occasional unavoidable situations that cause you to change your appointment. To ensure we use our clinical time effectively and all our patients receive the best possible service we have applied a strict cancellation policy that we ask all of our patients to follow.

Cancellation of an appointment

Patients are required to give at least 24 hours notice to cancel a dental appointment or hygienist appointment and 48 hours notice for any dental treatment that is booked for longer than an hour. To cancel please call 020 7228 2092 or email info@bb60.co.uk.

Failure to attend/short notice cancellation appointments

Failing to attend an appointment prevents other patients from utilising that time and costs the practice money. We make sure to remind patients of their scheduled appointments with regular emails and text messages sent 2 weeks prior and 48 hours prior which allows more than enough time to cancel appointments.

If you fail to attend your appointment or cancel your appointment with less than the required amount of notice you will be charged depending on the length of your appointment. Please be aware that the hygienist is private treatment and the fee for a missed appointment will be the full amount of the session (£85.00 for adults, £57.00 for children). We will not book any future appointments until the charge has been paid.

Late arrival

Patients arriving more than 10 minutes late for a Dentist or Hygienist appointment may be requested to reschedule their appointment as it would be difficult to fit their appointment in without the dentist/hygienist running late for other patients.

Thank you for your understanding and co-operation,

Battersea Bridge Dental Practice