

Cancellation and Failure to Attend Policy

Cancellations at short notice and non-attendance without a valid reason denies patients of essential dental care and treatment. To help to reduce possible price increases and decrease waiting times for appointments, we have a cancellation and failure to attend policy.

We respectfully ask for 24 hours' notice to cancel an appointment. An appointment cancelled with less than 1 days notice will be considered as a failed to attend appointment.

We reserve the right to refuse further treatment to patients who miss or late-cancel two consecutive appointments, or who miss or late-cancel three or more appointments within a 12-month period.

We understand that cancellations are sometimes unavoidable due to illness or emergencies and will of course take account of all individual circumstances.

In the event of a cancellation, we will endeavour to fill the time allocated to you with another patient.

We do not charge NHS patients for missed or late-cancelled appointments. However, we reserve the right to refuse further bookings for patients who miss or late-cancel two consecutive appointments, or who miss or late-cancel three or more appointments within a 12-month period. Such patients may be removed from the list.

Missed appointments will be charged at £225 per hour for private appointments.

Appeals for missed or cancelled appointment decisions can be made by writing to Alexandra Horton by email: info@ardentdentalcareltd.co.uk or in writing to 5-6 Ceridwen Terrace, Pontypridd. CF37 4PD.

Appointment Reminders

At Ardent Dental Care, we send appointment reminders 2 days before your appointment as a courtesy. However, these reminders should not be relied upon, as there may be occasions when our computer systems experience issues or reminders are not received. It remains the patient's responsibility to attend their scheduled appointment. Please inform the practice of any changes to your contact details as soon as possible to help ensure reminders are sent to the correct contact information.

This policy was reviewed and implemented on 22/04/2026.

This policy and relevant procedures will be reviewed annually and are due for review on 22/04/2027 or prior to this date in accordance with new guidance or legislative changes.

Document Change Record for Cancellation and Failure to Attend Policy

The table below is used to register all changes to the policy:

Published Date	Document Version Number	Pages affected	Description of revision	Author
03/11/21	V1.0	New document	New Policy document	PP
23/11/21	V1.1	1	NHS England and Appointment reminders	BH
26/11/21	V1.2	1	Amendment of wording	EF
22/4/26	V1.3	1	Amendment of wording and update on charges	AH