

Cancellation Policy

Purpose

At **Maylands Dental Centre**, we value your time and ask that you value ours in return. Respect goes both ways and we are committed to providing the same courtesy we expect from our patients.

We are a privately owned family dental clinic that aims to build lasting relationships with our patients. Our team is proud to deliver quality affordable dental treatment with a personalised approach.

This policy outlines the expectations and responsibilities of patients when scheduling an appointment. **Your appointment time is reserved exclusively for you.** A missed appointment represents a loss of valuable clinical time. This makes it more difficult for us to accommodate patients in need of urgent treatment, for existing patients to book appointments and for new patients to seek dental care.

Short notice cancellations, failure to attend (FTA) and arriving late (more than 10 minutes) causes disruptions to other patients and staff members.

Policy

If you are unable to attend your appointment, we kindly ask that you provide **at least 24 hours' notice.** This allows us the opportunity to offer the appointment to another patient who may require urgent treatment.

Failure to Attend (FTA) includes:

- Missed appointments or No shows.
- Late cancellations (same day or the day before the appointment with less than 24 hours' notice).

Long Treatment Appointments Durations

Certain procedures requiring extended appointment times, such as In-Chair Whitening, will require a deposit at the time of booking.

Deposits

Deposits may be required to secure appointments, particularly for patients with a history of missed appointments, late cancellations or repeated rescheduling.

All deposits will be applied towards the cost of treatment. However, deposits are non-refundable if an appointment is missed or cancelled with less than 24 hours' notice.

Repeated missed appointments or late cancellations may also result in:

- A non-refundable deposit of \$50 or \$100 being required for all future bookings, depending on the appointment type and duration.
- Full prepayment of treatment prior to scheduling future appointments.

Any exceptions are at the discretion of Management.

Last Revised: May 2026

Please note: Hard copies of this document are uncontrolled. Please refer to the intranet for the latest version.

Please note that deposits will be forfeited if a rescheduled appointment is missed or cancelled without providing at least 24 hours' notice.

In the event that we need to reschedule your appointment due to clinician illness, scheduling requirements, or unforeseen circumstances, any existing deposit will remain credited to your future appointment and no additional deposit will be requested as a result of the change.

Late Arrivals

Arriving late may reduce the time available for your treatment. We understand that delays can sometimes occur outside of your control and will do our best to accommodate you within the remaining appointment time.

However, if there is insufficient time remaining to complete your treatment to a high standard, your appointment may need to be rescheduled.

We appreciate your understanding and cooperation in helping us provide timely care to all patients.