

Cancellation Policy

All appointments made with Teethscene, Smilescece and Queensway Dental Care are subject to our cancellation policy.

We require a full working day's notice to cancel appointments. Should you cancel an appointment within a full working day of the appointment time you may be subject to a late cancellation charge. This charge is applied at the discretion of our Dentists.

We have limited appointment times in any given day and late cancellations often prevent us from filling the time or offering it to another patient who may be waiting for treatment.

A Did Not Attend (DNA) charge may also be applied if you do not attend your appointment. This charge is also applied at the discretion of our Dentists.

These charges must be paid before another appointment for treatment can be made.

Rarely the practice may need to cancel your appointment for instances such as staff illness or other factors out of our control. Should this happen please accept our unreserved apologies.

Yours,
Management