



New Patients are always very welcome. A New Patient will receive an examination with x rays, followed by a treatment plan/estimate. Complex cases may require a second visit prior to finalising the plan and may require models to be made. A registration payment is usually taken when booking the initial consultation which covers the cost of the initial examination.

Deposits: Deposits may be requested for treatment plans which result in appointments over 30 minutes. The deposit will be applied at £1.00 per minute of the appointment (i.e. A 45 minute appointment will be a £45 deposit). This will be non-refundable should the appointment be missed.

Larger/more complex treatment plans (i.e. Implants) will require a higher deposit, usually set at 50% of the overall treatment.

All hygiene appointments will need to be paid in advance.

NHS Treatment: Payments will be expected in advance for basic treatment,

Cancellation Notice: 24hrs cancellation notice is required for routine dental appointments to avoid a cancellation charge. This allows the appointment to be offered to others. Appointments longer than our routine appointments will require 48hrs notice.

Missed appointments: Missed hygiene appointments will be charged at £20.00, which would need to be paid before a further appointment is booked. Missed dental appointments will be charged as per the initial deposit. Giving us notice allows us to offer these appointments to others and avoid these charges.

Emergency appointments: We try to see all emergencies within 24hrs. We have an emergency contact on our answer machine providing weekend cover for our registered patients. Please call as early as possible in the morning for emergency appointments, so that we may accommodate you.

Payments: Payments are due as treatment progresses at each appointment. Patients will be asked to keep up to date with payments as treatment progresses and that all payments are made by completion of treatment. Any additional treatment found to be required must be paid for as this treatment is carried out. We accept cash, debit and credit card payments. We also offer credit facilities and interest free payment options on certain treatments when agreed prior to commencement of that treatment. Please ask for details.

For more information, please feel free to ask one of our reception team.