

Late cancellation & missed appointment policy

We understand that plans change. Please tell us as early as possible if you cannot attend, so we can offer the appointment to another patient and make the best use of valuable clinical time.

Private & Practice Plan appointments

Appointment reminders We send a text reminder approximately three days before your appointment. The message explains that cancelling with less than 48 hours' notice may result in a fee. Reminders are a courtesy; patients remain responsible for their appointments.

When you cancel

More than 48 hours before	No cancellation fee.
Within 48 hours	A cancellation fee may be charged.
Within 24 hours	A cancellation fee will be charged.
On the day / do not attend	A cancellation fee will be charged.

Cancellation fees

Hygienist appointments	£1 per minute
Dentist appointments — Practice Plan patients	£2 per minute
Dentist appointments — private patients	£3 per minute

How charges work. Fees are calculated using the length of the appointment reserved. We review reasonable exceptional circumstances and whether cancelled time can be filled. Any charge will be considered in light of the practice's actual loss.

Outstanding balances. Further private or Practice Plan appointments cannot be rebooked until outstanding cancellation fees have been settled. Please speak to reception if you wish to discuss a charge.

NHS appointments

We do not charge NHS patients for missed appointments or late cancellations. However, our limited NHS appointments are in high demand. Reliable attendance allows more patients to receive care and enables our foundation dentist to gain experience across a broad range of clinical cases.

Our two-appointment rule If you fail to attend or cancel with less than 24 hours' notice on two occasions in total during your entire recorded NHS appointment history with Tufton Cottage, we reserve the right to decline further routine NHS appointments. The incidents need not be consecutive and do not expire after 12 months. Any decision follows an individual review.

Fair consideration. This is not an automatic exclusion. We consider how long ago incidents occurred, the reasons for them, any disability-related adjustments, safeguarding concerns (including children not brought to appointments), and ongoing clinical needs. We will explain our decision and how to discuss it with us.

Need to cancel or discuss your circumstances? Call 01768351024 or email enquiries@tuftoncottage.co.uk as soon as you know you cannot attend. If your call is not answered, please leave a voicemail. Our voicemail is monitored during evenings and weekends.