

## Cancellation Policy

### 1. Objectives and Background

Clarity Dental Care is committed to providing the best service in a timely manner. We continuously aim to accommodate your needs. Unfortunately, when a patient cancels without giving us adequate notice, it prevents other patients from being cared for. This cancellation policy is used as a way of respecting the time commitment of all involved. It explains the process for requesting a cancellation and the fees that are applicable. This policy is used in fairness to both our business and the patients who would otherwise have wanted an appointment.

### 2. Cancellation Process

We understand situations can arise in which you must cancel your appointment. Due to limited appointment availability, we request that you cancel with adequate notice. This allows us to fill that appointment slot.

You may cancel by contacting us via:

- a: phone - 5973 5060
- b: email: [info@claritydentalcare.com.au](mailto:info@claritydentalcare.com.au)

We require a minimum of **24 hours** notice for cancellation of appointments 45 minutes or less. For appointments 1 hour or longer we require **48 hours** notice.

### 3. Cancellation Fee

The cancellation fee is a minimum of \$100 per 30 minute appointment.

***\*\*\*All payments are payable at the time of cancellation. Payments can be made directly over the phone with the receptionist. If payment is unable to be made at time of cancellation, we are unable to reschedule the appointment until payment has been received\*\****

### 4. Late Arrivals

Late arrivals can be accommodated, depending on the treatment that is scheduled. If you are 10 minutes late into your appointment we will have to cancel/reschedule the appointment. This will incur a fee.

### 5. Regular Cancellations

If you cancel your appointment, even with notice, more than 2 times, we may request a holding deposit to schedule the appointment. This deposit is then taken off your treatment once you are seen. If the appointment is canceled or you fail to attend, the deposit is non refundable.