



Payment Policy

At Leiston Dental Care, we have established payment policies to ensure a fair and efficient system for all our patients whilst also making our business sustainable to absorb the financial implications of wasted surgery time due to missed or late cancelled appointments. If you have any questions or need information about financing options, please feel free to discuss them with our reception team.

1. Late cancellation and missed appointment policy

- Missed appointments or appointments cancelled with less than 24 hours' notice will incur a charge based upon the length of the missed/ late cancelled appointment. This is reflective of wasted surgery time, with a fee of £25 applied for every fifteen minutes of lost surgery time.
- Monday Appointments: Cancellations for Monday appointments must be made by contacting the practice via either e-mail or by leaving an answer phone message at least 24 hours prior to your intended appointment. Monday appointments cancelled on the day will incur a late cancellation charge.
- To reschedule after a late cancelled or missed appointment, an additional £50 deposit may be requested.
- Rebooking following a late cancellation or missed appointment will not be permitted until this fee is paid.

2. Advance Payment for Appointments & Surgery

- Hygiene appointments: a 50% deposit is required at the time of booking.
- Treatment: For all treatments, a deposit is required at the time of booking. This will be reflective of the amount of time required for that appointment and will be charged at a rate of £25 per fifteen minutes of treatment time.
- Other Treatments: For treatments such as Invisalign, Implants (non-surgical stages), and more, payment terms will be outlined in your specific treatment plan.



3. Lab Work Payments

- For treatments requiring lab work, partial payment is required before submitting the case to the laboratory. This is to cover our laboratory costs and would equate to 25% of the total cost for denture cases or 50% of the cost of treatment for crowns, veneers, inlays/onlays, implant crowns, nocturnal bite guards, sports guards, Invisalign or tooth whitening.
- Delays in payment will result in the delay of your lab work and overall treatment timeline.

4. Finance Clearing Requirement

- If you apply for financing, the funds must be fully cleared before treatment commences. This includes a mandatory 14-day cooling-off period.
- Any inquiries regarding your finance agreement must be addressed directly with the finance provider; our staff cannot intervene once the application is processed.

5. Deposit and Finance Combination

- If you choose to pay a partial deposit and finance the remaining balance, the deposit must be paid in full before the start of your treatment.

6. Policy Adherence

- Our reception team are not authorised to make exceptions to these policies. They apply to every patient without exemption to ensure fairness.

Patient Acknowledgement

By signing below, I confirm that I have read, understood, and agree to the payment and cancellation terms of Leiston Dental Care

Sign:

_____ Date:

Print Name: _____