



CANCELLATION POLICY

Your appointment is exclusively reserved for you

At Brisbane General and Laser Dentists, we aim to provide the highest level of care and treatments to our patients, which is why we dedicate set appointment times exclusively to you. We kindly ask that by booking your appointment with us you are agreeing to our cancellation policy.

We will contact you to remind you of your appointment time, 1 month prior by email, 1 week prior by sms and then again 2 days before your appointment by sms. We hope this provides you enough time to check that the appointment scheduled suits you.

Missed appointments or Late cancellations

We value your time and aim to utilise this time to address your concerns and needs. However, we only ask a small request from you and that is to value our time also.

Please arrive on time to your appointments so that we can provide your care in a timely manner and not affect others waiting after you.

Please give us at least 24 hrs notice to reschedule or cancel your appointments. We understand that things can happen, and we are more than happy to rebook you at a time that suits you. Missed appointments and last-minute (less than 24 hour notice) cancellations affect us and other patients greatly. As our appointment times are in high demand, we have many patients on our waiting list. A missed appointment or late cancellation means that there is simply not enough time or notice for other patients to take these appointment spots.

Failure to attend your appointment or cancellation with less than 24 hours notice will incur a cancellation fee that is equivalent to \$50 per 30-minutes of the scheduled appointment time.

Patients who demonstrate a pattern of missed or late cancellations of less than 24 hrs notice (2 or more) will be required to make a deposit before making subsequent bookings that is equivalent to 25% of the treatment planned; 50% deposit is required for any appointments 90 minutes or longer.

If less than 24 hours notice is given for a cancellation or you fail to attend your appointment, this deposit will be forfeited and it will be charged as a cancellation fee, and therefore no longer held as a deposit in your file.

We do understand that significant emergencies may arise unexpectedly so this fee will be applied at the discretion of management.

Thank you kindly for your understanding.

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