

Adelaide Dental By Design - Cancellation Policy

Please read this policy carefully.

The staff at Adelaide Dental By Design are committed to providing high quality and prompt service, and our dentists, oral health therapists and hygienists dedicate significant time to preparation of the clinic and themselves for your appointment. This includes sterilisation of specific equipment, purchasing specific items, lab work fees and professional development.

We require 48 hours (2 business days) notice to change or cancel your appointment.

We do understand that there are circumstances beyond your control that can lead to missing an appointment, or requiring cancellation at short notice. As a small community practice, we know the faces and smiles of our patients, and know that sometimes even with the best intentions, appointments can be missed. We are empathetic to these causes, and in certain circumstances this fee can be waived.

Appointment cancellation/ change will only be **accepted via phone call**, we can be reached at (08) 8223 6116. Voicemail messages that are received within 48 hours (2 business days) of your appointment will be accepted, our staff will return your call as soon as possible to reschedule. We do not accept SMS messages for cancellations.

Cancellation Fees

If you need to cancel your appointment, please provide us with as much notice as possible, we require a minimum of 48 hours (2 business days) notice to cancel or change an appointment. Failure to provide adequate notice will incur a fee or deposit. Failure to provide adequate notice will incur a deposit to reschedule your appointment, further change or failure to attend this appointment forfeits this deposit.

Our cancellation and failure to attend fees are as follows:

More than 48 hours notice, change or cancellation
No fee

Less than 48 hours notice, change or cancellation
Hygiene/ Oral Health Therapist appointment. \$100 deposit, further change within 48 hours/
failure to attend this appointment forfeits this deposit

Less than 48 hours notice, change or cancellation
Dentist appointment. \$200 deposit, further change within 48 hours/ failure to attend this
appointment forfeits this deposit

Cancellation fees will only be waived under extenuating circumstances, we will not waive the
cancellation fee if you are called into work, travel plans change, your child care
arrangements change, or scheduling conflicts.

***Please note that DVA, CDBS or private health funds cannot be used to cover
cancellation fees.***

Every effort is made to reschedule your appointment in a timely manner, however as we are
heavily booked and have a lengthy waitlist, this can take some time. Please consider if your
reason for cancelling or missing an appointment can be changed to accommodate for the
time we have booked for you.

To ensure we do our part to make sure appointments are not missed or forgotten, we send a
reminder SMS two weeks prior to your exam/ hygiene appointments, if you have a long
appointment scheduled with one of our dentists, we will contact you via phone call one week
prior to your appointment.

For all appointments, a SMS message confirmation is sent three days prior to your
appointment, which requires your response. If we don't receive a response we will contact
you by phone. If we are unable to confirm your appointment, we reserve the right to make
this time available for other patients.

We endeavour to respect your time, and respectfully request that you respect the time that
we have taken to provide high quality dental care to you and your family.

With thanks,
The team at Adelaide Dental By Design