**Linthorpe House Dentistry & Aesthetics **

**Cancellation and Refund Policy**

You may cancel a course of treatment for which you have booked an appointment and you haven’t started the treatment, be fully refunded all fees for treatment not yet performed, provided you give Linthorpe House Dentistry a minimum of 2 working days prior notice. If 2 working days prior notice is not received, Linthorpe House Dentistry reserves the right to withhold a proportionate amount of money, based upon the length of the appointment.

Refunds will be processed within 14 days after receipt and confirmation of your request/concern in writing (email or letter) to Carmen Robinson or Matt Newbould. Refunds will be made to the original payment method used.

If you have paid and booked an examination/consultation and services have not yet been provided, we shall refund the transaction paid by the method of which the original payment was made as long as 2 working days notice is given.

Appointments booked within 2 working days can not be cancelled or rescheduled without a charge being applied, this may be the full amount paid.

If a patient is receiving any treatment that involves laboratory work and initial work has been carried out i.e. if the patient is having crowns/bridges or a denture made, and the work has already been started or completed by the laboratory, a proportion of the fee taken on the preparation appointment will be kept to cover the cost of the laboratory invoice and clinical time, should zero fee have been taken on the preparation appointment, the patient shall be liable for the lab fee incurred in full.

**Cancellation of Courses of Treatment by Practice**

If, for any reason, a course of treatment is cancelled, then we will make every reasonable effort to give the patient as much notice as possible.

We will not accept liability for any additional costs or losses incurred by a patient or organisations, which are claimed to have arisen through treatment cancellation. We reserve the right to vary arrangements for the delivery of a treatment plan and in such cases will make reasonable efforts to inform patients in advance