

Cancellation Policy

The Melbourne Smile Clinic has a cancellation policy in place to enable us to provide the best possible care for our patients. The purpose of our policy is to minimise last-minute cancellations and no-shows by ensuring that adequate notification is received if a patient is not able to attend an appointment they have booked earlier. This allows us to offer the appointment to another patient on the waiting list and therefore use our time more efficiently.

- All appointments must be confirmed. An SMS message will be sent 24-48 hours prior to your appointment, to your mobile phone, to which you must reply to confirm the appointment. Failure to confirm the appointment will lead to automatic cancellation of your booking. If you are not able to receive an SMS message, you can alternatively receive an email or a phone call.
- If you need to reschedule your appointment due to unforeseen circumstances, we kindly ask that you give us a minimum of 24 hours' notice so that we may offer the time slot to another patient.
- In case of non-attendance of an appointment for a second time, a deposit of \$50 (for appointments less than an hour long) or \$100 (for appointments 1 hour long or more) will be charged prior to rescheduling another appointment as a rebooking fee.
- The clinician and practice manager reserve the right to refuse an appointment to patients who repeatedly fail to attend without adequate notification.

We thank you for your cooperation and understanding