



Appointment Management, Cancellation & Online Booking Refund Policy

It is the aim of this practice to provide quality dental care to our patients and to use clinical time effectively. To achieve this aim, we have an appointment management, cancellation, and online booking refund policy.

Management of Appointments

We invest in the latest technology, including telephone equipment, to allow our patients to make or reschedule appointments easily. Our appointment system supports timely access to care and treatment, allows patients to access services at a time that suits them, and minimises the length of time people have to wait.

Appointments can be made, rescheduled, or cancelled by:

- Telephone: 029 2023 1258
- Email: contact@bayhousedentalpractice.co.uk

Appointment Reminders

Text message and, where appropriate, telephone reminders are sent to patients two working days before any appointment.

Contact Details

Patients are requested to inform the practice of any changes to their contact details or if they wish to contact us regarding any issues. This can be done by emailing:

contact@bayhousedentalpractice.co.uk

Cancellation or Delay of an Appointment by the Practice

We will only cancel or delay a patient's appointment in unavoidable circumstances. In such cases, we will take the following steps:

- The patient will be contacted as soon as the practice becomes aware of the need to cancel or delay the appointment, and the reason will be explained.
- At the time of contact, the patient will be offered a new appointment at the earliest available opportunity.

- If the patient is unable to commit to a new appointment during that contact, we will arrange another convenient time to rebook the appointment.

Cancellation or Missed Appointment by a Patient

Patients are requested to provide at least 24 hours' notice if they need to cancel a dental appointment.

Cancellations should be made by:

- Telephone: 029 2023 1258
- Email: contact@bayhousedentalpractice.co.uk

Late cancellations and missed appointments may represent a cost to the practice, where other patients could have been seen during the allocated appointment time.

Private Appointments

There is a fee for private dental appointments that are missed or cancelled with less than 24 hours' notice. The fee is based on the length of the appointment.

It is our aim to text, telephone, email or write to patients following a missed appointment to understand the reason for non-attendance and to inform them about any applicable fee.

We understand that cancellations are sometimes unavoidable due to illness or emergencies, and we will take account of all valid circumstances.

Any appeals or complaints regarding missed or cancelled appointment decisions should be made in writing or by email to:

contact@bayhousedentalpractice.co.uk

For the attention of the Practice Principal, Dr Imran Nathoo.

Last modified: 20th May 2026

Bay House Dental Practice, 59 Cathedral Road, CF11 9HE