



Online Appointment Booking & Refund Policy

It is the aim of this practice to provide a secure and efficient online booking system for our patients while ensuring that payments and refunds are managed fairly, transparently, and in accordance with our practice policies.

Online Appointment Bookings

Patients booking appointments online are required to make payment in full at the time of booking. Online payments help secure appointment times and allow the practice to manage clinical time effectively.

Refunds for Online Bookings

Any refund due to a patient, including refunds arising from appointment cancellations, rescheduling, duplicate payments, or booking errors, will only be processed once the original payment has been successfully received, cleared, and deposited into the practice bank account.

Where a refund is approved:

- Refunds will only be issued to the original payment method used at the time of booking.
- Refund processing times may vary depending on the patient's bank, card issuer, or payment provider.
- The practice cannot accept responsibility for delays caused by third-party financial institutions or payment providers.

Circumstances Where Refunds May Be Refused or Delayed

The practice reserves the right to refuse or delay a refund where:

- The original transaction has not fully cleared or been received into the practice account.
- There is reasonable suspicion of fraudulent activity or unauthorised use of payment details.
- The appointment booking or cancellation falls outside the terms of the practice cancellation policy.

- Appointments booked within 24 hours of the scheduled appointment time are non-refundable.

Cancellation Policy

Patients are encouraged to provide adequate notice if they need to cancel or rearrange an appointment. Refund eligibility for cancelled appointments will be assessed in accordance with the practice cancellation policy and Terms and Conditions.

Further Information

This policy should be read in conjunction with the practice Terms and Conditions.

Patients requiring further information regarding online bookings or refunds should contact the practice directly using the contact details provided by the clinic.

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