



# Southwest Dental Specialist Centre

## Cancellation Policy

At Southwest Dental Specialist Centre, we understand that unforeseen circumstances may require you to reschedule or cancel your appointment. As a small, privately-owned practice, our ability to provide quality care depends on the efficient management of our schedule. Missed appointments, short-notice cancellations, or arriving more than 10 minutes late results in a cost to the practice and prevents us from offering the appointment to other patients who may urgently need it.

To help us serve all our patients effectively, we kindly ask you to **CALL our reception team as soon as possible** if you need to cancel or reschedule your appointment. Changes made with **less than 24 hours' notice** may incur a fee to help offset the costs of the unfilled appointment time.

You will receive an SMS or phone call reminder **two days prior to your appointment**. Please respond to this confirmation promptly to save our reception team valuable time following up. If we are unable to reach you after multiple attempts, your appointment will be cancelled so it can be offered to another patient in need.

While we understand that emergencies or illnesses may arise, the decision to waive any cancellation fees will be at the discretion of the practitioner.

We also ask that you arrive on time for your appointment to ensure your treatment is completed without delay. Your punctuality allows us to provide care to the highest standard while respecting the schedule of the next patient.

### 1. **24-Hour Notice Requirement:**

- Cancellations or rescheduling must be made no later than 24 hours before your appointment time.

### 2. **Missed Appointments or Late Cancellations:**

- Appointments cancelled with less than 24 hours' notice, or missed without notification, may result in a cancellation fee of \$300 for appointments less than an hour in length and \$600 for appointments that are an hour in length or longer

### 3. **Exceptions:**

- We understand that emergencies happen. In such cases, please contact us as soon as possible to discuss your situation, and we will do our best to accommodate you.

### 4. **Repeated Cancellations:**

- Repeated short-notice cancellations or no-shows may require a booking fee to secure future appointments. This will be applied to the cost of the treatment provided on the day. A cancellation with less than 24 hours notice or a failure to attend will result in the fee being forfeited and another booking fee will be needed to secure another appointment.

### 5. **Late Arrival to the Appointment**

- Arriving more than 10 minutes late will be considered a failure to attend and may incur the same fee. We understand travel delays can occur; please call us as soon as possible to inform us of your arrival time. This allows us to adjust our schedule where possible to accommodate you.

### **How to Cancel or Reschedule:**

To reschedule or cancel your appointment, please call us during business hours at **(08) 9581 2111**. If you need to contact us outside of business hours, you can leave a voicemail or email us at **info@swdsc.com.au**. We will respond to all messages and emails the next business day.

This policy is in place to ensure we can provide timely care to all patients and manage our practice effectively. Thank you for your understanding and cooperation. If you have any questions or concerns, please don't hesitate to contact our team.