



## Seeing the Hygienist at New Cross Dental Practice

- Routine hygienist visits are charged from **£55-£75** per appointment and is payable in advance.
- Hygienist treatments must be paid in full at the time of making the appointment. Hygienist treatment fees will not be refunded should the patient: fail to attend or cancel the appointment with less than 48 hours notice (2 working days).
- If you arrive late the hygienist will only see you for the remainder of your session.
- The policy is located on the noticeboard in the practice, on reminder emails and texts, on the practice website and may have been explained verbally to you as well.
- Leaving a voice message on the answer machine or an email sent to cancel on the weekend prior to your appointment will be deemed acceptable notice for cancellation.
- Please remember a broken appointment is a loss to three people – the patient who missed the valuable time, the patient who could have taken the valuable time; and the hygienist who was fully staffed and prepared for the appointment.

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