



Enanee Dental Practice
505-507 Southchurch Road
Southend on Sea
SS1 2PH
01702 837767

Cancellations [Failure to Attend (FTA) & Did not Bring (DNB)] Policy

We value your time and ours. To ensure fair access to appointments and maintain the smooth running of our clinic, we kindly ask that all patients adhere to the following cancellation and FTA/DNB policy:

Cancellation Notice

If you are unable to attend your scheduled appointment for any reason, please notify us at least 24 hours in advance. This allows us to offer the slot to another patient in need of care.

Important note:

- Cancellations must be made directly by the patient [or legal guardian] via phone, email, or in person.
- If a member of staff contacts you and learns you cannot attend, this does **not** count as a formal cancellation initiated by you and the deposit will **not** be refundable.
- Cancellations made with less than 24 hours' notice will result in a loss of your deposit.

Deposit Policy

All deposits **are non-refundable** and are taken to secure dedicated clinical time and are credited toward your treatment cost when you attend.

- Cancellations with less than 24 hours' notice will result in forfeiture of your deposit, which cannot be applied to a future appointment.
- Failure to attend an appointment without notifying us will result in automatic forfeiture of your deposit.



Enanee Dental Practice
505-507 Southchurch Road
Southend on Sea
SS1 2PH
01702 837767

- Missing an appointment for any reason without prior contact will result in the loss of all deposit paid toward that appointment.

Deposits will be credited toward the appointment cost. However if the patient chooses to book a future appointment, the original deposit will not be credited but will instead be retained and applied to secure the newly scheduled appointment.

Appointment Reminders

On request, we can provide appointment card with details of your next appointment.

We send multiple email reminders to help you keep track of your appointments.

However, it remains your sole responsibility to remember and attend at your scheduled time.

Refund Requests

In cases where a refund of the booking fee is discretionarily granted, an administration charge will be applied.

Exceptional Circumstances

We understand that emergencies and unforeseen events can occur. Requests to waive the cancellation fee will be considered on a case-by-case basis, subject to the discretion of the management team.