



Refund & Cancellation Policy

Late cancellation or missed appointments

If you need to cancel or change an appointment, please give us as much notice as possible. We require a minimum of 48 hours, otherwise you may incur cancellations fees. Appointments cancelled without 48 hours' notice will, at the practices discretion, incur a cancellation fee of £50.

Please be aware that if two consecutive appointments are cancelled without 48 hours' notice, or failed to attend (without good reason), no further appointments shall be offered at the practice without a holding deposit of £50.

We will not be able to see you if you are more than 10 minutes late, in case of lateness, we will reschedule your appointment and the cancellation fee will be applied.

Cancelling your treatment

An administration fee of £100 will be incurred, All costs incurred (including finance fees) by the practice for the provision of the treatment For implant,

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cosmetic and orthodontic courses of treatment the cancellation fee shall not be less than 25% of the total price of the course of treatment.

Pro Dental on occasion may offer a reduction on larger treatment plans. Should you wish to cancel your treatment within 14 days. Pro Dental reserve the right to charge the full listed price for the remaining treatment. For all listed treatment pricing please refer to prodentalclinic.london or your treatment coordinator.

Cancelling your Treatment : Please allow 90 days for a treatment cost refund subject to eligibility(Pro dental Will not be issuing refunds for the next 90 days during the Corona Virus pandemic , this is from the date of the refund request in writing to the practice and approved by management subject to our terms and conditions, This time frame may change).

Cancelling your finance

If you have chosen to pay for your treatment through one of our finance providers, you have 14 days from the date of fulfilling your finance in which to cancel. This however means that you will have to make immediate payment for any treatment you have had to this date via another payment method. This clause is in addition to but does not replace any other cancellation terms and conditions.

Any deposit funds will be refunded within our 'Refunds' guideline deducting any outstanding balance or fees.

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If you have financed any of the costs of your treatment through the finance company, and wish to cancel your treatment after signing the agreement forms, please be aware that a cancellation fee of up to 15% of the total finance amount will be charged.

Cancelling your Treatment, Allow 90 days for a treatment cost refund, this is from the date of the refund request in writing to the practice.

WE DO NOT CANCEL FINANCES AFTER THE 14 DAY COOLING OFF PERIOD

WE DO NOT ISSUE REFUNDS PART WAY THROUGH IMPLANT, COSMETIC OR ORTHODONTIC TREATMENT