**Payment Policies**

**FINANCIAL POLICY:**

Here at Creating Beautiful Smiles we believe dental treatment is an investment in your general and dental health.  We want to assist you in submitting all information to you insurance company and will work with you to make financial arrangements if necessary. We are sensitive to the fact that different patients have different needs, so we provide different payment options to our patients. All financial discussions and arrangements are confidential.

Please remember that it is your responsibility to understand the limitations and provisions of your individual insurance plan.  Talking directly with your insurance company and reading your insurance plan booklet are the best way to familiarize yourself with what your insurance plan covers. Some services that are not typically covered by insurance companies are cosmetic dentistry and whitening.

Payment for services is due at the time they are performed unless you have a prearranged financial payment plan with our office.



We accept: Cash, Cheque, Visa, Master Card, & Debit.

**CANCELLATION POLICY:**

Appointment Cancellation Policy and Fees

It is our aim to provide quality dental care to our patients on schedule and to use clinical time effectively. To achieve this aim we have an appointment cancellation policy.

**Cancellation of an appointment**

Patients are requested to give at least 24 hours’ notice to cancel a dental appointment if the appointment time is 30 minutes and under. However, when the appointment time is over 30 minutes then a 48 hours’ notice is required. Cancellations should be made by telephone on: 01925752209 and a cancellation reason should be given.

There is a fee for dental appointments that are missed or cancelled with less than the required notice. The fee is based on 50% of the appointment fee.

If more than two dental appointments are missed or cancelled with less than the required notice, we do not guarantee being able to complete a patient’s treatment or offer them treatment in the future.

It is our aim to telephone or write to patients after a missed appointment to understand the reason for non-attendance and to inform them about any fee or decision about their dental care.

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to our practice manager, Maria Arhavli.