Cancellations and rescheduling

Approved policy | Web edition updated 22 November 2026

Please contact Blue Dental Care as soon as you know that you cannot attend. Early notice helps us offer your appointment to another patient.

Giving at least 24 hours’ notice

For NHS and private appointments, please give at least 24 hours’ notice to cancel or rearrange. Less than 24 hours is a late cancellation. Please still tell us if you cannot attend, even at short notice.

Telephone 020 7274 3085 and speak to a receptionist, email mail@bluedentalcare.co.uk, or send a WhatsApp message to 020 7274 3085. Give your name and the appointment date and time. We do not have an answering machine, so an unanswered call does not notify us of a cancellation.

An email or WhatsApp message received at least 24 hours before the appointment qualifies for a refund or rebooking, even if staff read it later. The notice period is 24 elapsed hours, including weekends and closed hours. If a message fails to deliver, use another contact method.

Private bookings and timely changes

Full payment is required when booking a private appointment. With at least 24 hours’ notice, you can rearrange or cancel. If you request a refund, we normally process it within seven days of your request. Alternatively, you can choose to retain the payment as credit for future appointments.

Our cancellation terms are explained when you book, whether in person, online or by telephone. A new appointment following a late cancellation or non-attendance requires a new booking and full payment.

Late private cancellations and missed appointments

If you cancel with less than 24 hours’ notice or fail to attend a private appointment, you forfeit the full appointment payment. We do not refund it or transfer it to a different appointment. Please still notify us if you cannot attend so that we can record the cancellation. The hygiene-cleaning substitution option below is the only substitution offered.

This policy does not exclude or limit any refund or other remedy to which you are entitled by law.

Sending someone else to a hygiene cleaning

For a private hygiene cleaning only, you may ask for a friend or family member to use your original appointment slot. Contact us first. We must confirm that the appointment is suitable and arrange the substitute patient’s own registration, medical history and consent.

When an agreed substitution goes ahead, the amount you paid is credited to your friend or relative for that booked hygiene cleaning, so they do not pay for it again on the day. The date and time stay the same. This option does not apply to other appointments or allow you to move the appointment. Any additional treatment must be agreed and priced separately.

NHS appointments

We do not charge for a missed or cancelled NHS appointment or retain an NHS advance payment as a penalty. Two missed appointments or late cancellations within a three-month period may trigger a review of future NHS care, as explained in our attendance policy.

Any NHS charge for treatment already provided or a later course is separate and follows NHS rules.

Changes made by the practice

If we change or cancel an appointment, we will contact you promptly and help arrange another appointment. For a private appointment we cancel, you can choose a refund of the unused payment or agree to transfer it to a new booking. Please tell us about support needs that affect attendance.

Approved by Prabakar, Manager. Effective 28 September 2026. Next review 28 September 2027. Manager title updated for this web edition on 22 November 2026.