



MACKENZIE DENTAL

8-4-26

Mackenzie Dental Care – Deposit Policy

At Mackenzie Dental Care, we are committed to providing high-quality dental care while ensuring efficient scheduling and fairness to all patients. To support this, we have implemented the following deposit policy.

Deposit Requirement

A deposit of **50% of the total treatment cost** is required at the time of booking for all dental treatments, with the exception of routine check-ups.

Exemptions

The deposit policy does **not apply to standard check-up appointments**, which may be booked without an upfront payment.

Purpose of Deposit

Deposits secure your appointment time and allow us to allocate appropriate clinical resources for your treatment. This helps minimise last-minute cancellations and ensures availability for all patients.

Cancellations and Rescheduling

We understand that circumstances can change. If you need to cancel or reschedule your appointment, we kindly request **at least 48 hours' notice**:

- With sufficient notice, your deposit can be transferred to a new appointment date.
- Cancellations made with less than 48 hours' notice may result in the deposit being **forfeited**.

Refunds

Deposits are generally **non-refundable**, except in exceptional circumstances at the discretion of the practice management.

Late Arrivals and Missed Appointments

Patients who arrive significantly late may need to have their appointment rescheduled, and the deposit may be forfeited. Failure to attend an appointment without notice will also result in loss of the deposit.



MACKENZIE DENTAL

8-4-26

Agreement to Policy

By booking a treatment appointment with Mackenzie Dental Care, you agree to the terms outlined in this deposit policy.

If you have any questions about this policy, please contact our reception team who will be happy to assist you.