



# Hire Dent Limited Cancellation, Rescheduling & No-Show Policy

## **(Dentist Room Hire Policy)**

**Effective Date:** 20<sup>th</sup> March 2026

**Applies To:** All Dentists (Members) hiring a Dental Room from Hire Dent Limited (trading as Hire a Dental Surgery).

## **1. Introduction**

This policy governs cancellations, rescheduling, late arrival and non-attendance relating to confirmed Dental Room bookings. All confirmed bookings constitute a binding agreement and are subject to this policy.

## **2. Cancellation by the Dentist**

Cancellations must be made in writing (email accepted).

Refund eligibility is determined by the notice period given prior to the start of the Hire Period.

### **2.1 Cancellation More Than 14 Days Before Hire Period**

- Full refund of Room Hire Charges or transfer to another date (minus administration fee).
- Administration fee for refund is £50.

### **2.2 Cancellation 14 Days and less Before Hire Period**

- Non-refundable

### **2.4 Cancellation Within 48 Hours of Hire Period**

- Non-refundable.
- Considered a late cancellation. Multiple late cancellations may result in review of Membership status.

### **2.5 Same-Day Cancellation or Failure to Attend (No-Show)**

- 100% of Charges are non-refundable.
- May result in review of Membership status if repeated.

### **3. Rescheduling Policy**

#### **3.1 More Than 14 Days Before Hire Period**

- One reschedule permitted free of charge per booking.
- New booking must be within 60 days of original booking date (subject to availability) otherwise booking will be non-refundable.

#### **3.2 Within 14 Days of Hire Period**

- Rescheduling is treated as a cancellation.
- Cancellation charges will apply as per Section 2.

#### **3.3 Multiple Changes**

- More than one reschedule request for the same booking regardless of notice period will be non-refundable.

### **4. Late Arrival**

#### **4.1 The Hire Period begins and ends at the time confirmed in the Order Confirmation.**

#### **4.2 Late arrival:**

- Does not extend the Hire Period.
- Does not entitle the Dentist to a refund or time extension.

#### **4.3 Overrunning:**

- If the Dentist exceeds their booked time, additional charges may apply.
- Continued overruns may result in suspension of booking privileges.

## 5. Early Departure

If the Dentist finishes earlier than the booked Hire Period:

- No partial refund will be provided.
- The full booking fee remains payable.

## 6. Cancellation by Hire Dent Limited

Hire Dent Limited may cancel a booking immediately if:

- The Dentist fails to maintain onboarding compliance.
- Insurance or GDC registration lapses.
- The Dentist is under regulatory investigation.
- There is serious misconduct or breach of Terms.

Where cancellation is due to the Dentist's breach:

- All Charges remain non-refundable.

Where cancellation is due to reasons within Hire Dent Limited's control (e.g., room unusable due to equipment failure):

- Hire Dent Limited will either:
  - Offer an alternative room (subject to availability), or
  - Provide a full refund for that booking.

This shall be the Dentist's sole remedy.

## 7. Repeated Cancellations

Hire Dent Limited reserves the right to:

- Review Membership status
- Refuse future bookings
- Suspend or terminate Membership

## **8. Refund Processing**

Where refunds are due:

- Refunds will be processed to the original payment method.
- Processing times may vary depending on the payment provider.
- Hire Dent Limited is not responsible for banking delays.

## **9. Policy Amendments**

Hire Dent Limited reserves the right to amend this policy at any time. The policy in force at the time of booking will apply to that booking.