

Cancellation Fee
According to §615 BGB

Dear Patient,

Unfortunately, the amount of missed appointments keeps increasing. That is why we want to draw your attention to the importance of cancelling your appointments at least 24h beforehand (per telephone/mailbox, per fax, per e-mail or personally).

A longer lead-time is needed for appointments that are on Mondays or for longer appointments, especially for prosthetic work. We request a cancellation of at least 3 days beforehand. The sooner we receive the cancellation, the better we can plan. We are running a waiting list and have the possibility to call patients, who urgently need an appointment.

We are a practice based on appointments, which means that we only reserve the arranged appointment for one patient. Please understand that we will demand a cancellation fee in the future, unless your non-attendance is through no fault of your own. The price-level depends on the planned treatment. This regulation applies to all treatments in our practice (dental treatments, professional teeth cleaning, impressions, consultation etc.)

Signing this anamnesis or rather the arrangement of a treatment appointment shows your approval to this regulation.

If we can support you, please contact us. For Example, we have the opportunity of reminding you 2 working days before your appointment per text message.

Thank you for your kind assistance!