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Our Cancellation Policy

Empire Clinic require 48 hours' notice to reschedule or cancel all appointments.

This is due to a high number of clients failing to notify Empire Clinic with sufficient notice.

All appointment slots throughout our clinics are in high demand.

Booking Deposits are required for all orthodontic treatments and bonding veneers booked at Empire Clinic.

Failing to attend two appointments within 6-month period, a minimum deposit of 50 euro must be paid to secure your appointment. This will be used as a credit against treatment. This can be paid in cash if you come into the clinic or you can pay by credit or debit card over the phone. This will be returned if more than 48 hours' notice is given if cancelling this appointment.

Refund Policy

Cancellations and Refunds

- Treatments/services are not transferable to other individuals.
- We require at least 48 hours' notice to be given for any appointment cancellation except appointment for bonding veneers and orthodontic treatments which needs 5days notice.
- In the case of pre-paid treatments, the full cost of treatment will be forfeited.