



Address: 51 Parnell Square West,
Dublin1, Ireland
Phone: 015390470
E-mail: empire.clinic20@gmail.com

Empire Clinic Cancellation Policy

Empire Clinic requires **48 hours' notice** to reschedule or cancel all appointments (Except **Orthodontics Treatments (Application & Removing – 5 Days)**). This policy has been implemented due to a high number of clients failing to notify us with sufficient time. All appointment slots throughout our clinics are in high demand.

Details Of The Policy as Below:

Dental Treatment Appointment Policy

Due to the high demand for orthodontic services, the following policy applies:

- **For All Dental Treatment Appointment: One no-show or same-day cancellation** will result in a **mandatory €50 deposit** to secure your next appointment.
 - **Two reschedules within a 6-month period** will also require a **€50 deposit** to secure your next appointment.
-

- **For Orthodontics Treatment Appointment (Application & Removing): Rescheduling or cancellations must be made at least 5 working days in advance** of your orthodontic appointment.
- These deposits are **credited toward your treatment** and are refundable if the appointment is cancelled or rescheduled with more than 5 working days' notice.

Failure to attend **two appointments within a 6-month period** (for any reason) will require a **minimum deposit of €50** to secure any future bookings.

Payment methods:

- Cash at the clinic
- Credit/debit card over the phone

Refunds:

Deposits are **refundable** only when **sufficient notice** is given:

- **48 hours** for all dental treatments (except orthodontics)
 - **5 working days** for Orthodontic Treatment (Application & Removing).
-

Refund Policy

- Treatments/services are **non-transferable** to other individuals.
- **Pre-paid treatments** are **non-refundable** if the appointment is cancelled.
- The full cost of pre-paid treatments will be **forfeited** if insufficient notice is given.
- Deposit will be refunded if the appointment attended in time and covered by medical card. If not covered by medical card then it will be adjusted from total amount of the treatment price.