



Terms and conditions (Dental Plans)

Each plan has a confirmed annual number of dental examinations and hygiene appointments. If any further dental examinations or hygiene appointments are required, these will be charged at the indicated price on our fee guide with the applicable discount rate applied.

Members of the plan may move between plans once a year.

The discount is not applicable to any specialist treatment including orthodontics, oral surgery, facial cosmetics and implants (list not exhaustive).

A new patient examination and new patient hygiene visits (usually two 30min hygiene visits) are fully payable. However, a plan member can avoid these charges by paying 6 months into the plan before coming for their first examination and first hygiene visit(s).

Intra-oral (small) radiographs taken at the practice are included in the plan. If a plan member is referred to a third-party imaging centre for a radiograph, this is payable by the patient to the imaging centre.

Emergency appointment – whilst no charge will be applied for the emergency assessment completed by your registered dentist in normal working hours, any further treatment items required will be charged with any applicable discount rate applied. Out of hours emergency appointments are chargeable at the rate indicated on the website. This fee is partially refundable by the insurance element included in the plan.

Cancellation of appointments – we request **2 working days' notice** if an appointment needs to be cancelled by the patient. If an appointment is cancelled at short notice or missed it will be charged at the rate of £1.00 per minute or higher if specialist treatment. The cancellation can only be done by phone, email is not acceptable.

Payments are taken by direct debit on the 1st of each month. A small administration fee is applicable with the first direct debit payment.

The date of the first payment will be confirmed when the registration form is completed.

The benefits of the membership plans, including free of charge exams, hygienist visits, global dental accident and emergency assistance scheme and discounted treatment, will cease with immediate effect if the direct debt is cancelled.

Members with outstanding monthly payments will be required to pay for any required treatment and no discount will be applied.

Members with an outstanding monthly payment for three months or more will have their membership cancelled and will be transferred to our non-plan patient list.

Members will not be covered by the Worldwide Dental Accident and Emergency Cover whilst they have any outstanding monthly payments.

The cut-off date to cancel the plan in order to avoid being charged the following month is the 20th of each month.

Members will be informed by either email, SMS or post if any of the Dental Health Care Plan terms and conditions change.

If you have any further queries, please contact a member of our practice team who will be happy to assist.