



Membership plans - Terms and Conditions

1. Agreement Overview

1.1 These Terms and Conditions (“Terms”) are between you, the Patient, and Coulston Dental Clinic.

1.2 This document is to be read in conjunction with the current Dental Plan promotional literature available from Coulston Dental Clinic.

2. Dental Plan Overview

2.1 The Dental Plan is a pre-payment scheme designed to spread the cost of your ongoing preventative dental care on a rolling basis. It also provides additional discounts and benefits to Plan members, as described in the current Dental Plan promotional literature.

2.2 Dental care will be provided at Coulston Dental Clinic at appropriate intervals throughout the year, as per the Dental Plan level you have joined.

3. Payment Terms

3.1 Payment will be collected by Direct Debit on or around the 1st of each month.

3.2 If a Direct Debit payment fails for any reason, a reattempt to collect the payment will occur 10 days later.

3.3 Membership of the Dental Plan will commence upon receipt of the first payment unless otherwise agreed with Coulston Dental Clinic.

4. Cancellation Terms

4.1 You may cancel your Dental Plan by giving a minimum of one month’s notice in writing to Coulston Dental Clinic, provided the initial term has been fulfilled.

4.2 The initial term of your Dental Plan is 12 months from the date of joining.

4.3 Should you cancel your Dental Plan within the initial term, Coulston Dental Clinic reserves the right to recoup any discounts applied during this period and/or any outstanding payments due.

4.4 Failure to pay any outstanding payments may result in further collection measures.

5. Attendance Responsibility

5.1 It is your responsibility to attend appointments at the agreed frequency as per your Dental Plan level.

5.2 Failure to attend appointments will not result in refunds, and Coulsdon Dental Clinic reserves the right to charge a failure-to-attend fee.

6. Plan Pricing Adjustments

6.1 Coulsdon Dental Clinic may increase the cost of your Dental Plan by providing a minimum of 10 days' notice, typically one month's notice.

6.2 Dental Plan pricing is generally reviewed annually by Coulsdon Dental Clinic.

7. Communication

7.1 Any communication relating to your Dental Plan, including changes or updates, will primarily be sent by email, and by post if necessary.

8. Global Dental A&E Scheme

8.1 Details and Terms of the Global Dental A&E Scheme included as a benefit of your Dental Plan can be found at www.globaldentalscheme.co.uk.

8.2 The cost of the Global Dental A&E Scheme is covered by Coulsdon Dental Clinic.

9. Complaints

9.1 If you have any concerns regarding the care or service provided, please refer to Coulsdon Dental Clinic's complaint procedure for guidance on addressing the issue.