

## **Terms and Conditions**

- These Terms are between you, the Patient, and your Dental Practice.
- This document is to be read in conjunction with the current Dental Plan promotional literature available from your Dental Practice.
- The Dental Plan is a pre-payment scheme to spread the cost of your ongoing preventative dental care on a rolling basis, and to provide additional discounts and benefits to Plan members as described in the current Dental Plan promotional literature.
- Dental care will be provided at your Dental Practice at the appropriate intervals throughout the year as per the Dental Plan level you have joined.
- Payment will be collected by Direct Debit. Payments will be collected until you cancel your Dental Plan in line with the cancellation notice required.
- Direct Debit payments will be collected on or around the 1st of the month. Should a collection fail for any reason, we will represent and attempt to collect payment again 10 days later.
- Membership of the Dental Plan will commence on receipt of the first payment, unless otherwise agreed with your Dental Practice.
- You may cancel your plan by giving a minimum of one months' notice in writing to your Dental Practice outside of any initial term.
- The initial term of your Dental Plan is 12 months from the date of joining.
- Should you cancel your Dental Plan outside of any initial term detailed by your Dental Practice, the practice reserves the right to recoup any discounts applied during this period and/or other outstanding payments due.
- Should your regular payment go unpaid, the Dental Practice will contact you to try and collect any outstanding payments due.
- It is your responsibility to attend at the agreed frequency as per your Dental Plan level. Failure to do so will not result in any refunds being issued and/or your Dental Practice reserves the right to apply a failure to attend fee.
- The Dental Practice may increase the cost of your Dental Plan at any time by giving a minimum of 10 days' notice, but usually one months' notice. Your practice will typically review Dental Plan pricing once per annum.
- Any communication relating to details or changes pertaining to your Dental Plan will be sent by email where possible, and post otherwise.
- Details and Terms of the Global Dental A&E Scheme included as a benefit of your Dental Plan, the cost of which is covered for by your Dental Practice, can be found at [www.globaldentalscheme.co.uk](http://www.globaldentalscheme.co.uk)
- **Complaints** - If you have any concerns regarding the care or service provided that have not met your satisfaction, please refer to the practice's complaint procedure for guidance on addressing the issue.