



UNION QUAY
DENTAL

Terms & Conditions for Joining the Plan

- It is the patient's responsibility to schedule their appointments. While we will make every effort to send reminders when appointments are due, it remains the patient's obligation to ensure that the correct number of appointments are booked.
- A minimum of **24 hours' notice** is required to cancel or reschedule any appointments.
- Failure to attend a scheduled appointment will result in forfeiture of that appointment. Should you wish to rebook, the standard fees will apply: £132.99 for a hygiene visit or £49.99 for a dental examination.
- The plan is a **12-month contract**. We are unable to offer refunds for any unused benefits during the plan term.
- Before joining the plan it is required to have an appointment for Periodontal assessment and maintenance with our hygienists. This costs £132.99, your next hygiene appointments either 3,6 or 12 months later are then included with your plan.
- Tooth whitening is offered as a **'top-up' service**. Top-ups are only available to patients who have previously completed a full course of whitening treatment with us or have suitable trays made elsewhere.
- Plan benefits are **non-transferable and non-exchangeable**. For example, benefits cannot be exchanged for other products or services, such as a nightguard.
- The plan becomes active from the date of your New Patient Examination. To activate and maintain your plan, direct debit details must be completed within 10 working days of your New Patient Examination. Failure to do so will result in cancellation of your plan.

CONSENT TO BE COMPLETED BY PATIENT

By signing I agree that the Terms & Conditions of the Dental Plan have been fully explained to me. I understand this is a 12 month contract and failure to pay the plan in full may result in being charged full price for any treatment which I avail of at the practice.

Signed _____