

Terms & Conditions

It's about being fair and protecting your interests, our business and everyone who works with us

TERMS & CONDITIONS

Appointments and Cancellation Notice

We try to run on time and respectfully request that you arrive in good time for your appointment. If you are late we may need to shorten your appointment time or rearrange it so as not to run late for patients with appointments following yours.

We require 48 hours notice for cancellation of dental and hygiene appointments. Where a late cancellation is made, such as on the morning of the appointment, you may be charged for the appointment. Where an appointment is not met and no notice is given you will be charged the full cost of the appointment.

We will endeavour to contact you by email, text message or telephone to confirm appointments over half an hour. This is a service to help remind everyone of their appointments, it remains your responsibility to remember and attend appointments.

Fees and Payments

Dental Fees: We aim to provide every Patient with a detailed breakdown of their treatment costs as an estimate before booking an appointment, as it is part of making an informed decision about any treatment. You will be asked at the time of booking an appointment whether you have been given the necessary information about the cost of the treatment.

If you take out finance for treatment and wish to have a refund (because you are no longer continuing treatment), we will refund the sum of money borrowed, less any amounts owing to us and less any finance company charges levied upon us.

For most large treatments we require a 50% deposit before booking any appointments.

Should you join Denplan, the first consultation appointment is not included in the plan cost.

If you join Denplan and wish to cancel the plan, we will require 3 months notice. You will be entitled to use any remaining appointments which are calculated, pro rata, to your annual entitlement and usage on the date of cancellation. If you have contributed less than the cost of any dental examinations or hygienist visits already received, we will require either the remaining sum to be paid, or the appropriate number of monthly payments to be made before cancelling the direct debit. Where a direct debit is cancelled and an outstanding amount for treatment received has not been paid we will send out an account requesting payment.

If you owe money for treatment and this is not paid within 30 days of treatment or within 14 days of the date on your 'Statement of Account', an interest charge may be added to the gross sum owing.