



Passage House Dental Care

modern dentistry for all

Terms & Conditions of Dental Plans

- 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

****Failed to attend or late notice cancellation of appointments (less than 24 hours' prior to appointment) T&Cs**

- As for all hygiene appointments, we ask for a £20 deposit for the first hygiene appointment if there is not already a deposit made. This is a rolling deposit. If you do not attend your hygiene appointment or give less than 24 hours' notice, we will need to keep this deposit and another £20 deposit to be made for your next appointment. If you fail to attend or give less than 24hrs notice on your next appointment, we will keep this £20 deposit and these two missed appointments will count as one of your hygiene plan sessions. If you have more hygiene sessions in your plan you will need to pay another £20 rolling deposit before booking your next hygiene appointment.

To secure your hygiene appointments please book them at the point of joining the plan and then each year thereafter. Our Hygienist can get booked up quite far in advance. If you do not ensure you have hygiene sessions booked in advance you may not be able to access this

service at the times to suit you. The practice is not responsible for reminding you to book your appointments.

- For private appointments (apart from Hygienist appointments), in line with our appointments policy for any missed or late cancelled (within 24 hours) appointments you will be charged 20% of the total appointment fee. If two check-ups are missed/late cancelled this will count as one of your dental examinations that year. The practice is not responsible for reminding you to book your appointments.