

STOKE DENTAL

3 Campbell Road, Stoke-on-Trent, ST4 4EA

Terms and Conditions of Registration

Stoke Dental Membership Plan

Intro:

The following make up the terms and conditions of your registration under our dental payment plan at Stoke Dental. It is recommended that you read them carefully and keep them in a safe place so that you can refer to them in the future, should you need to. Please remember, the agreement is with your dentist and cannot be transferred to another practice or dentist. The direct debit you have in place to cover the cost of your payment plan constitutes your agreement to the terms outlined herein.

Initial Term

The initial minimum term of your dental plan is for 6 months. If you terminate your dental plan before this period the practice reserves the right to recoup any appointment fees and any discount received on treatment will need to be repaid to the practice.

Your dental plan includes

- 2 Dental examinations per year
- 2 Hygiene Visits per year
- Routine diagnostic x-rays
- 10% discount off routine dental treatments
- Up to 1 emergency consultation appointments per year during surgery hours
- Global Dental A & E Assistance Scheme

Monthly Fee and Direct Debit collection:

Your monthly plan fee will be collected by direct debit on the 1st of each month or shortly after.

Plan fee amendments:

Your plan fee is subject to change at any time. The practice will endeavour to review plan fees once per annum and should your plan fee change, you will be given advance notice by either post or email.

Plan Cancellation:

You may cancel your plan at any time outside of the initial term by giving 1 months notice to the practice by telephone or e-mail. The practice reserves the right to recoup any appointment fees and discounts on treatment should you cancel during the minimum term of membership.

Non-payment:

If we are unable to collect your regular plan fee for any reason we will contact you to collect any outstanding fees which can be collected by direct debit or paid to the practice directly by cash or card.

Refunds:

Any applicable refunds will be processed by the practice.

Booking appointments

It is the responsibility of the Stoke Dental Membership Plan member to book their examination and hygiene appointments. Stoke Dental is not responsible to any unused appointments and unused appointments will not be reimbursed under any circumstances.

Failure to attend appointments:

We kindly request that you give us at least 48 hours notice if you are unable to attend your appointment. You are responsible for keeping appointments made with your dentist and/or hygienist and you will be charged a 'missed appointment' fee should you fail to give the required notice, please see our website for current fees. You must ensure that you also book and attend for regular dental examinations at Stoke Dental, receive the treatment your dentist advises, and you must promptly inform your dentist of any injury, problem or other material matter affecting your oral health. Should you fail a routine examination or hygiene appointment you will need to pay a broken appointment fee before your next appointment included in your plan is due.

Complaints:

Please refer to the practices complaint procedure regarding any aspect of care or service which has not met with your satisfaction

Global Dental A & E Assistance Scheme:

Your dental plan includes access to a Global Dental Accident and Emergency Assistance Scheme.

The Scheme is established to offer support to patients who request assistance or treatment following an accident, a dental emergency, or who are diagnosed with mouth cancer.

Whilst the scheme aims to provide benefits in most cases, the scheme is a wholly discretionary scheme, not an insurance scheme. It has no obligation to provide benefits and the Scheme Manager will look at each request individually to decide whether or not to provide benefits.

Further details are available from the practice or you can visit www.globaldentalscheme.co.uk to find out more.