

## INFINITY DENTAL & BEAUTY SPA: PLAN TERMS AND CONDITIONS

**Intro:** The following make up the terms and conditions of your registration under our dental payment plan at Infinity Dental and Beauty Spa. 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 (12) months. If you terminate your dental plan before this period the practice reserves the right to recoup any outstanding fees including the FREE items.

**Monthly Fee and Direct Debit collection:** Your monthly plan fee will be collected by direct debit on the 1<sup>st</sup> 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 by informing the practice outside of the initial term. The practice reserves the right to recoup any outstanding fees.

**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.

**Failure to attend appointments:** You are responsible for keeping appointments made with your dentist and/or hygienist and you must pay any 'missed appointment' fee should you fail to do so. You must ensure that you also attend your dentist for regular examinations, 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; if you fail to ensure any of this you will be liable to pay any fee reasonably charged for treatment necessary to restore your oral health, which could otherwise have been avoided.

**Complaints:** Please refer to the practices complaint procedure should you be unhappy with the care you receive.

**Supplementary Dental Accident and Emergency Assistance cover:** Our dental plans are not insurance schemes, but we have included the Global Dental Accident & Emergency Assistance Scheme. This is a wholly discretionary scheme, not an insured scheme, established to offer support and assistance to dental patients who:

- Request treatment following an accident
- Have a dental emergency
- Are diagnosed with mouth cancer