

Dental Maintenance Membership

TERMS AND CONDITIONS OF REGISTRATION

The terms and conditions outlined below govern your registration under our dental payment membership. We highly recommend that you carefully read and securely retain this information for future reference. Please note that this agreement is specific to your dentist and cannot be transferred to another practice or dentist. By setting up a direct debit to cover the expenses of your payment plan, you confirm your acceptance of the terms described herein. As a patient, it is your responsibility to schedule your dental appointments.

A digital copy of this document is also accessible on our practice website at:

[www.primadentdental.co.uk]

PLAN NAME

- CLASSIC MEMBERSHIP
- ULTIMATE MEMBERSHIP
- CLASSIC DIAMOND MEMBERSHIP
- ULTIMATE DIAMOND MEMBERSHIP

INITIAL TERM

At Primadent Dental, our memberships are designed to maintain your dental care and help to spread the cost of any routine appointments over the course of 12 months, with added benefits of being a member of our practice. This means all patients are required to undergo an initial dental examination prior to joining the dental membership scheme.

The minimum term for your dental plan is initially 12 months. If you decide to cancel your dental plan before this period, please be aware that the practice retains the right to recover any appointment fees, and any discounts applied to treatments will need to be reimbursed to the practice. Your first routine membership appointment at the practice will depend on which membership you have opted to join. For all classic membership plans, the first appointment will be booked 6 calendar months after your first direct debit collection. For all ultimate membership plans, the first hygiene appointment will be booked 3 months after your first direct debit collection.

DIRECT DEBIT COLLECTION

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

PAYING YOUR MEMBERSHIP FEES

Option 1 - Pay monthly as a reoccurring payment

Option 2 - Pay annually as a one off payment

Your Dental Care Membership includes your essential appointments for routine care at the practice:

- [2] Oral Health Checks per year
- [2 or 4] Hygiene Maintenance visits per year. Classic - 2 Ultimate - 4
- Routine diagnostic X-rays are included and usually taken every two years.
- % discount on routine dental treatments:
Classic Memberships 10%
Ultimate Memberships 15%
- Global Dental Accident and Emergency Scheme cover.
- Complimentary access to emergency appointments worth £75 (emergency treatment is payable)

DIAMOND Membership

- [2] Oral Health Checks per year. - Classic Diamond and Ultimate Diamond
- [2 or 4] EMS GBT Airflow Hygiene Maintenance visits per year worth £95 - Classic Diamond - 2 Ultimate Diamond 4
- Routine diagnostic X-rays are included and usually taken every two years.
- % discount on routine dental treatments:

Classic Memberships 10%

Ultimate Memberships 15%

- Global Dental Accident and Emergency Scheme cover.
- Complimentary access to emergency appointments worth £75 (emergency treatment is payable)

What's not included?

- As you can see from the above, you are getting a lot of value for your dental membership appointments which are designed to maintain your oral health and hygiene.
- DISCOUNTS APPLY AFTER 12 MONTHS
- Discounts apply to everyday dentistry such as routine fillings, periodontal gum treatment, extractions, root canal treatment, crown and bridge work, dental appliances- dentures, mouth-guards. *Orthodontic treatments, *cosmetic dentistry, *tooth whitening, *dental implants and restoration, *facial aesthetics, *oral surgery and *complex dental care are not included in your dental membership. *no discount included
- Complimentary access to emergency appointments worth £75 are included in your membership (within practice opening hours). Any emergency treatment recommended by the treating clinician is payable.

Membership FEE AMENDMENTS

The plan fee is subject to change at any time. We will review your membership fee annually and provide prior written notice of the alteration or increase in the cost of your membership or treatment via email or post providing at least one months notice.

Membership CANCELLATION

We understand that circumstances change and you may need to cancel your membership with Primadent Dental. You can cancel your plan at any time outside of the initial membership term by contacting the practice via telephone 0151 228 2226 or email reception@primadentdental.co.uk. If you wish to cancel your membership during a course of treatment, arrangements will be made with regards to incomplete treatment and outstanding payments. However, if you choose to cancel during the minimum term of membership, the practice reserves the right to recover any appointment fees and discounts received on treatment.

NON-PAYMENT

If we cannot collect your regular plan fee for any reason, we will promptly contact you to arrange the collection of any outstanding fees. These fees can be collected via direct debit or paid directly to the practice using cash or card.

REFUNDS

Any applicable refunds will be processed by the practice. Refunds will be processed within 21 days of acknowledgement

FAILURE TO ATTEND APPOINTMENTS and LATE CANCELLATIONS

We kindly request that you give us a minimum of **[48 hours]** notice if you cannot attend your scheduled appointment. It is your responsibility to keep appointments with your dentist and/or hygienist. Failure to give the required notice will result in a 'failed appointment fee'. This payment covers the lost chair time and also the clinicians hourly rate. Additionally, you are responsible for attending regular examinations as your dentist recommends and promptly informing them of any oral health concerns or issues. If you fail to attend a routine examination or/and hygiene appointment, you will be required to pay for an additional visit before your next scheduled appointment under your plan. You can cancel your membership at any time outside of the initial membership term by contacting the practice via telephone or email. However, if you choose to cancel during the minimum term of membership, the practice reserves the right to recover any appointment fees and discounts received on treatment at the original non-membership prices.

COMPLAINTS

If you have any concerns regarding the care or service provided that have not met your satisfaction, please email practicemanager@primadentdental.co.uk or refer to the practice's complaint procedure on the website for guidance on addressing the issue.

GLOBAL DENTAL ACCIDENT AND EMERGENCY SCHEME

Your dental plan provides you with access to the Global Dental A&E Scheme. This scheme is designed to assist patients who require support or treatment in the event of an accident, dental emergency, or a diagnosis of mouth cancer.

While the scheme aims to offer benefits in most cases, it is important to note that it is a discretionary scheme and not an insurance plan. The scheme is not obligated to provide benefits,

and each request will be evaluated individually by the Scheme Manager to determine whether benefits can be provided.

For more information, you can contact the practice directly, or visit www.globaldentalscheme.co.uk to learn more about the scheme.