

## **ROMSEY DENTAL CARE MEMBERSHIP PLAN APRIL 2017 TERMS AND CONDITIONS**

I have agreed to pay by standing order to the practice's designated bank account the sum of £19.50 (adult)/£43 (family)/..... (family plus extra child/ren) monthly for the agreed services and benefits as outlined below, these services and benefits to commence on .....or when my first payment is taken whichever is the sooner.

In consideration of the payments made by standing order by me as above, Romsey Dental Care, 1 Station Road, Romsey SO51 8DP will provide to me (and another adult on a family plan if appropriate) the following:

- Two dental examinations per calendar year from the date of commencement plus up to two small Xrays\* when indicated.
- Two regular dental hygienist appointments per calendar year from the date of commencement\*
- Emergency cover to relieve acute onset severe conditions including dental abscess and irreversible pulpitis ^ (including up to two small Xrays\* but excluding the cost of antibiotics) during practice hours
- Emergency dental advice out of hours from practice staff, when possible and at the discretion of Romsey Dental Care.
- ^ in the event of severe pain or swelling please call at the earliest time during the day; the dentist will confirm the diagnosis on presentation.

### **\*Exclusions and limitations**

Hygienist appointments and Xrays not included for children(age 15 or under) on family plan. Hygienist appointments included in the plan need to be at least 5 calendar months' apart, any additional appointments required in between for patients with gum disease are in addition to the plan and need to be paid for at the time of the appointment. New patients of the practice and those who have not had a dental examination for 2 years are not able to join the plan until they have had their initial or extended consultation which costs £49 or £59. At all times the dentist will advise based on current good practice guidelines including frequency or necessity of Xrays or examinations; in particular Xrays are at the discretion of the dentist. No items can be carried forward into the following calendar year of the plan.

### **Benefits and Cancellation of policy**

During the first twelve months of this agreement ( 12 payments) it cannot be terminated and I must pay the requisite standing order charges. Thereafter I can cancel my cover by giving one month's notice in writing to the practice owner Samantha Price who can be contacted at the address below or by email [sam@romseydentalcare.co.uk](mailto:sam@romseydentalcare.co.uk). If at the time of cancelling my policy I have received treatment in that calendar year of the policy as described above which exceeds the value of what I have paid the practice (at the practice's current published rates) then I will be liable to settle the difference. At the practice's discretion with a month's email or written notice this agreement can be cancelled and a refund made of the difference between services received as described above, and payments made in that calendar year, if the latter exceeds the former.

**Appointments and Cancellations**

I understand and accept that due to the appointment diaries being busy it is recommended to book appointments ahead at convenient times, in the event that an appointment is cancelled at short notice (less than one working day) the appointment is forfeited. In the event that a cancellation is made with due notice, with not less than 24 hours before the appointment time, the practice will endeavour to rebook the appointment within the timeframe of the plan but this may include offering short notice cancellation appointments.

The practice will make every endeavour to find a suitable replacement appointment but is under no obligation to do so if alternatives are not suitable and/or reasonable attempts have been made to contact you without success.

**Emergency cover**

During practice hours and where possible outside of those times, emergency advice and where necessary, treatment is provided by dentists and staff of the practice. Please call 01794 522222 as soon as any problem becomes apparent.

**Loyalty Card**

Our loyalty card rewards our patients up to £25 off their 5<sup>th</sup> visit, if you are a member of the practice plan you get DOUBLE benefit on the same terms– up to £50 off on the 5<sup>th</sup> visit (£500 spend) AND you can save up two rows of stamps to get up to £100 off a £1000 spend. See the loyalty card for the full terms and conditions. Loyalty card benefits have no cash value, the benefit is only available as a percentage discount on spend on treatment.

**Unpaid monthly fees**

In the event that a monthly fee remains unpaid for one month after it has become due, the practice may terminate this agreement by giving me one month's written notice. I will then be liable for all sums due to the practice under this agreement until the date the agreement terminates that is two months after the payment was due. If I then wish to renew this agreement, and with the practice's agreement, a fee of £10 will be charged to cover administration costs.

Signed

Name of member signing

Names of other members (family plan)

Address inc postcode, contact telephone number/s and email address