

SERVICE PLAN TERMS

TERMS & CONDITIONS OF REGISTRATION

THESE TERMS AND CONDITIONS GOVERN YOUR REGISTRATION UNDER OUR DENTAL MAINTENANCE MEMBERSHIP SCHEME AT SMILE SHOWROOM. BY SIGNING UP TO A MEMBERSHIP AND SETTING UP A DIRECT DEBIT, YOU ARE AGREEING TO THE TERMS OUTLINED BELOW.

MEMBERSHIP PLAN OPTIONS

- DIAMOND SERVICE PLAN
- PLATINUM SERVICE PLAN
- 4X4 ALL-ON-4 PLAN
- CONVERTIBLE PLAN
- MINI SERVICE PLAN (CHILDREN U16)

INITIAL REGISTRATION

- AN £8 JOINING FEE WILL BE COLLECTED WITH YOUR FIRST DIRECT DEBIT PAYMENT.
- ALL PATIENTS MUST ATTEND AN INITIAL FULL DENTAL EXAMINATION BEFORE JOINING.
- THIS AGREEMENT IS NOT TRANSFERABLE BETWEEN PATIENTS OR DENTAL PRACTICES.
- THE MINIMUM MEMBERSHIP TERM IS 12 MONTHS.
- IF YOU RECEIVE ANY COMPLIMENTARY PROMOTIONAL ITEMS, TREATMENT DISCOUNT, GIFTS, OR OFFERS AND CHOOSE TO CANCEL YOUR PLAN WITHIN 12 MONTHS, THE FULL COST OF THOSE ITEMS WILL BE PAYABLE.
- THE FIRST ROUTINE APPOINTMENT UNDER YOUR PLAN MAY BE SCHEDULED 3-6 MONTHS AFTER YOUR FIRST PAYMENT DEPENDING ON YOUR PLAN TYPE.

DIRECT DEBIT DETAILS

- MONTHLY PAYMENTS ARE COLLECTED ON OR SHORTLY AFTER THE 1ST OF EACH MONTH.
- TO CANCEL AND AVOID BEING CHARGED FOR THE NEXT MONTH, CANCELLATION MUST BE MADE BEFORE THE 20TH OF THE CURRENT MONTH.

WHAT'S INCLUDED IN MEMBERSHIP?

(VARIES BY PLAN – SEE YOUR SPECIFIC MEMBERSHIP FOR FULL BENEFITS)

- SMILE PERFORMANCE CHECKS (CHECK-UPS)
- VALET SHINE & GO APPOINTMENTS (HYGIENE TREATMENTS INCL. AIRFLOW)
- ROUTINE DIGITAL X-RAYS
- TREATMENT DISCOUNTS
 - 10% ON DIAMOND/CONVERTIBLE/MINI PLANS
 - 15% ON PLATINUM/4X4 PLANS
- GLOBAL DENTAL ACCIDENT & EMERGENCY SCHEME
- COMPLIMENTARY EMERGENCY APPOINTMENTS WITHIN PRACTICE OPENING HOURS (TREATMENT FEES STILL APPLY)

WHAT'S NOT INCLUDED?

- COMPLEX OR COSMETIC TREATMENTS* (E.G. CLEAR ALIGNERS, IMPLANTS, ORAL SURGERY, FACIAL AESTHETICS) ARE EXCLUDED FROM DISCOUNTS.
- OUT-OF-HOURS EMERGENCY APPOINTMENTS WILL INCUR AN ADDITIONAL FEE.

MEMBERSHIP FEE CHANGES

- MEMBERSHIP PRICING IS REVIEWED ANNUALLY.
- WE WILL NOTIFY YOU IN WRITING (EMAIL OR LETTER) AT LEAST ONE MONTH IN ADVANCE OF ANY FEE CHANGES.

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CANCELLATIONS

- YOU MAY CANCEL YOUR MEMBERSHIP AFTER THE INITIAL 12-MONTH TERM BY CONTACTING US VIA PHONE OR EMAIL.
- CANCELLATIONS MADE BEFORE THE 20TH OF THE MONTH WILL AVOID THE NEXT MONTHLY CHARGE.
- IF YOU CANCEL THE DIRECT DEBIT THROUGH YOUR BANK WITHOUT INFORMING US, IT WILL BE TREATED AS A MISSED PAYMENT, AND YOUR POLICY OR MEMBERSHIP MAY STILL BE ACTIVE AND ACCRUE CHARGES YOU WILL BE LIABLE FOR.
- EARLY CANCELLATION (WITHIN 12 MONTHS) WILL RESULT IN:
 - REPAYMENT OF ANY TREATMENT DISCOUNTS RECEIVED
 - CHARGES FOR COMPLIMENTARY GIFTS/PROMOTIONS
 - RECALCULATION OF APPOINTMENT VALUES AT FULL PRIVATE RATES
- IF CANCELLING DURING AN ACTIVE COURSE OF TREATMENT, ARRANGEMENTS WILL BE MADE FOR OUTSTANDING PAYMENTS.

MISSED PAYMENTS & REFUNDS

- WE'LL CONTACT YOU PROMPTLY IF WE CANNOT COLLECT YOUR PAYMENT.
- MISSED PAYMENTS CAN BE MADE VIA DIRECT DEBIT, CARD, OR IN-PRACTICE.
- REFUNDS, IF APPROVED, WILL BE PROCESSED WITHIN 21 DAYS.
- PLEASE NOTE THAT APPOINTMENTS CANNOT BE BOOKED UNTIL OUTSTANDING PAYMENTS ARE UP TO DATE.

MISSED APPOINTMENTS / LATE CANCELLATIONS

- PLEASE PROVIDE AT LEAST 48 HOURS' NOTICE TO CANCEL OR RESCHEDULE.
- MISSED APPOINTMENTS OR LATE CANCELLATIONS WILL INCUR A FAILED APPOINTMENT CHARGE.
- IF YOU MISS A PLAN-INCLUDED APPOINTMENT, YOU MAY BE CHARGED PRIVATELY TO RESCHEDULE BEFORE YOUR NEXT MEMBERSHIP VISIT.

GLOBAL DENTAL ACCIDENT & 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.

MORE INFORMATION AT WWW.GLOBALDENTALSCHHEME.CO.UK

COMPLAINTS & CONTACT

IF YOU HAVE CONCERNS ABOUT YOUR MEMBERSHIP OR CARE, PLEASE CONTACT:
MANAGEMENT@SMILESHOWROOM.CO.UK
01695 318 262