

# Pearl Smile Manchester limited

## Dental Plan Terms and Conditions

### Intro:

The following make up the terms and conditions of your registration under our dental payment plan at Pearl Smile (Manchester) Limited. 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.

### 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.

Global Dental A & E Assistance Scheme:

Our dental plans include 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, are diagnosed with mouth cancer or who become unemployed following redundancy.

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](http://www.globaldentalscheme.co.uk) to find out more.