



[le] Dental Membership - Terms and Conditions

- Membership is for a minimum of 12 months. Should you cancel your direct debit within the 12 month period, you will be required to pay the practice the value of any discounts or treatments you have received under the plan which have not already been paid for by your Direct Debit. e.g. if you are entitled to two hygienist visits on your plan and attend both, but you only pay for 6 monthly Direct Debits, you will be required to pay the practice for the extra hygiene visit.*
- Memberships are available to all existing [le] Dental patients, provided they have had a dental examination within the last 12 months of their Membership Plan application date. New patients to our clinic are eligible to join the plan after attending a new patient exam and the completion of any recommended treatment.
- It is your responsibility to attend your appointments as included in your level of plan. No refunds will be given for appointments not attended. Should you fail to attend, or cancel without 48 hours' notice, you will forfeit that visit as detailed in your plan. This includes missed oral hygiene appointments.
- You may change your level of plan at any time.
- Once your first monthly payment has been received, you will be entitled to the benefits of the plan from the following month.
- If your payment is unsuccessful in any one month, a double payment will be collected in the following month. No treatment will be carried out during this time. You will also incur a £1.00 failed payment administration charge by Smilecare Limited, who are the administrators of the plan.
- There is a one-off £12 registration fee payable, which will be collected at the same time as your first direct debit payment.

*we understand that in exceptional circumstances you may need to cancel your subscription