IPSWICH DENTAL SURGERY
AFFORDABLE COSMETIC DENTISTRY

PATIENT MEMBERSHIP

Membership Plan

TERMS & CONDITIONS

27 Berners Street, Ipswich, IP1 3LN | 01473 253870

Please read these terms alongside the current Dental Plan promotional literature available from the practice.

01 Agreement & plan information

These Terms are between you, the Patient, and your Dental Practice.

02 Plan literature

This document is to be read in conjunction with the current Dental Plan promotional literature available from your Dental Practice.

03 What your plan covers

The Dental Plan is a pre-payment scheme to spread the cost of your ongoing preventative dental care on a rolling basis, and to provide additional discounts and benefits to Plan members as described in the current Dental Plan promotional literature.

04 Care intervals

Dental care will be provided at your Dental Practice at the appropriate intervals throughout the year as per the Dental Plan level you have joined.

05 Payment arrangements

Payment will be collected by Direct Debit. Payments will be collected until you cancel your Dental Plan in line with the cancellation notice required.

06 Direct Debit collections

Direct Debit payments will be collected on or around the 1st of the month. Should a collection fail for any reason, we will represent and attempt to collect payment again 10 days later.

07 Membership commencement

Membership of the Dental Plan will commence on receipt of the first payment, unless otherwise agreed with your Dental Practice

08 Cancellation notice

You may cancel your plan by giving a minimum of one months' notice in writing to your Dental Practice outside of any initial term.

09 Initial membership term

The initial term of your Dental Plan is 12 months from the date of joining.

10 Outstanding balances & discounts

Should you cancel your Dental Plan outside of any initial term detailed by your Dental Practice, the practice reserves the right to recoup any discounts applied during this period and/or other outstanding payments due.

11 Unpaid instalments

Should your regular payment go unpaid, the Dental Practice will contact you to try and collect any outstanding payments due.

12 Appointments & attendance

It is your responsibility to attend at the agreed frequency as per your Dental Plan level. Failure to do so will not result in any refunds being issued and/or your Dental Practice reserves the right to apply a failure to attend fee.

13 Changes to plan fees

The Dental Practice may increase the cost of your Dental Plan at any time by giving a minimum of 10 days' notice, but usually one months' notice. Your practice will typically review Dental Plan pricing once per annum.

14 Plan communications

Any communication relating to details or changes pertaining to your Dental Plan will be sent by email where possible, and post otherwise.

15 Global Dental A&E Scheme

Details and Terms of the Global Dental A&E Scheme included as a benefit of your Dental Plan, the cost of which is covered for by your Dental Practice, can be found at www.globaldentalscheme.co.uk

16 Complaints procedure

Complaints - If you have any concerns regarding the care or service provided that have not met your satisfaction, please refer to the practice's complaint procedure for guidance on addressing the issue.