



## Integral dental membership plan terms

### Intro

The following make up the terms and conditions of your registration under our dental payment plan at Integral Dental. 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.

### Supplementary Dental Accident and Emergency cover:

Our dental plans are not insurance schemes, but we have included first-class insurance cover underwritten by Hiscox, one of the UK's leading insurers, to pay for the cost of treatment if you damage your teeth as a result of an accident or need a dentist in an emergency outside of normal surgery hours or whilst away from home. The insurance covers you anywhere in the world for:

- Accidental damage to your teeth as a result of a fall or blow, including cover for the placement, replacement or repair of implants following an accident
- Emergency treatment when away from home or outside normal surgery hours

For full terms and conditions please refer to the Supplementary Dental Accident & Emergency Insurance Policy.

It is your responsibility to read the full policy and the practice takes no responsibility for any claims that are declined.

### Included benefits

Your Dental Plan includes:

- 1 comprehensive dental examination per year with cleaning
- 1 routine dental examination per year with cleaning
- 10% Discount off any required routine treatment
- X-rays as clinically required
- Oral cancer screening once per year
- Any required Ozone therapy