

DARTMOUTH DENTAL PRACTICE

24 Victoria Road
Dartmouth
Devon

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www.dartmouthdental.co.uk



Dartmouth Dental Practice Terms of Business

Document change control

Date	Description of change
Tuesday, 11 May 2021	New document

1. General

- 1.1. We always provide a written treatment plan with treatment options so that you can make an informed decision. As treatment progresses it may be necessary to change your course of treatment which may affect the final treatment cost. We will always inform you of these changes during treatment and ask how you wish to proceed. Additional or alternative procedures will be carried out if essential and in the best interest of the patient after obtaining the patient's consent.
- 1.2. Estimates given to clients will remain valid for a period of three months from the date of the estimate or as otherwise specified in the estimate.
- 1.3. Fees are payable on the day of treatment.
- 1.4. For larger courses of treatment we reserve the right to request full or partial payment of fees (if agreed with your dentist) before the day of treatment.
- 1.5. Payment is required on completion of treatment. **We accept all major credit cards, debit cards and cash.**
- 1.6. Please let us know if you can't keep your appointment. A charge will be made if you fail to attend.
- 1.7. Appointments - we will either:
 - 1.7.1. Send you a text or email confirming your appointment when it is made.
 - 1.7.2. Providing you with a printed appointment card if you make an appointment in person at the practice.
 - 1.7.3. Call you 48 hours before your due appointment. We will leave a message if you are unable to take our call. We will also email and or text you (depending on your preferred method on contact)

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1.7.4. COVID - we need to assess you before you attend the practice so we always call you the day before to check your COVID status.

2. Cancelling or Re-arranging Appointments

2.1. More than 48 hours notice

We understand that from time to time it is necessary to cancel and rearrange an appointment and if you are able to give us 48 hours' notice we are able to re-book your appointment and offer the appointment to someone else that needs to be seen.

2.2. Less than 48 hours notice

When we are given less than 48 hours' notice we may not be able to refill the appointment and certainly if you fail to attend and give us no notice then you may incur a failed to attend charge. The cancellation fee is proportionate to the length of the cancelled appointment. **The cancellation fee is £1 per minute.** We will always attempt to fill appointments but we cannot guarantee this.

2.3. To rebook an appointment, we reserve the right to request a deposit of 50% – 100% of the appointment charge, to be paid at the time of rebooking the appointment.

3. Finance Options

3.1. Finance available to UK residents aged 18 and over.

3.2. Credit subject to status. Dartmouth Dental Practice is an Appointed Representative of Braemar Finance, which is authorised by the Financial Conduct Authority to carry out the regulated activity of credit broking.