



Beech Hill Dental Practice

Membership Plan

TERMS AND CONDITIONS OF REGISTRATION

The terms and conditions outlined below govern your registration under our dental payment plan. We highly recommend that you carefully read and securely retain this information for future reference. Please note that this agreement is specific to your dentist and cannot be transferred to another practice or dentist. By setting up a direct debit to cover the expenses of your payment plan, you confirm your acceptance of the terms described herein. As a patient, it is your responsibility to schedule your dental appointments.

A digital copy of this document is also accessible on our practice website at:
www.beechhilldental.co.uk

INITIAL TERM

The minimum term for your dental plan is initially 12 months. If you decide to cancel your dental plan before this period, please be aware that the practice retains the right to recover any appointment fees, and any discounts applied to treatments will need to be reimbursed to the practice.

DIRECT DEBIT COLLECTION

Your monthly plan fee will be collected by direct debit on the 1st of each month or shortly after.

DETAILS ON YOUR DENTAL CARE PLAN

Your dental plan includes:

- 2 Dental examinations per year with either Dr Kaushik Shah or Dr Ashika Shah
- 2 Simple scale and polishes with the dentist
- Routine diagnostic X-rays as clinically required
- 10% discount on routine dental treatments
- Global Dental Accident and Emergency Scheme cover

Should you require a 'deep clean' (e.g. if you have gum disease) then additional fees will apply for this. Any examination visits or scale and polishes, in addition to those on your plan, will be chargeable at the normal rate.

Members of the plan will be given 10% discounts on routine dental treatments with exception to the following:

Cosmetic treatments (Teeth straightening, whitening, composite bonding etc).

Any treatment carried out by specialists at the practice.

PLAN FEE AMENDMENTS

The plan fee is subject to change at any time. We will review your plan fee periodically and provide prior written notice of any changes via email.

PLAN CANCELLATION

You can cancel your plan at any time outside of the initial membership term by contacting the practice via telephone or email. However, if you choose to cancel during the minimum term of membership, the practice reserves the right to recover any appointment fees and discounts received on treatment.

NON-PAYMENT

If we cannot collect your regular plan fee for any reason, we will promptly contact you to arrange the collection of any outstanding fees. These fees can be collected via direct debit or paid directly to the practice using cash or card.

FAILURE TO ATTEND APPOINTMENTS

We kindly request that you give us a minimum of 48 hours notice if you cannot attend your scheduled appointment. It is your responsibility to keep appointments with your dentist.

Should any examination or scale and polish visits be missed or cancelled at short notice (less than 48 hours from the appointment time), these will still be deducted from your quota for that 12 month period. Failure to give the required notice for treatments will also result in a 'failed to attend/short notice cancellation fee'. Further details can be found on the price list.

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.

GLOBAL DENTAL ACCIDENT AND EMERGENCY SCHEME

Your dental plan provides you with access to the Global Dental A&E Scheme. This scheme is designed to assist patients who require support or treatment in the event of an accident, dental emergency, or a diagnosis of mouth cancer.

While the scheme aims to offer benefits in most cases, it is important to note that it is a discretionary scheme and not an insurance plan. The scheme is not obligated to provide benefits, and each request will be evaluated individually by the Scheme Manager to determine whether benefits can be provided.

For more information, you can contact the practice directly, or visit www.globaldentalscheme.co.uk to learn more about the scheme.