

# DENTAL PLAN WITH MUCH HADHAM DENTAL CARE

## 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.mhdental.co.uk](http://www.mhdental.co.uk)

### PLAN NAME

Vital Plan

### 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.

### YOUR DENTAL CARE PLAN INCLUDES:

- **2 x** Dental examinations per year.
- **1 x** Hygiene visits per year.
- Routine diagnostic X-rays are usually taken two yearly.
- **10%** discount on routine dental treatments.
- Global Dental Accident and Emergency Scheme cover.

### PLAN FEE AMENDMENTS

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

### 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.

## **REFUNDS**

Any applicable refunds will be processed by the practice.

## **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 and/or hygienist. Failure to give the required notice may result in a 'missed appointment fee'. Additionally, you are responsible for attending regular examinations as your dentist recommends and promptly informing them of any oral health concerns or issues. If you fail to attend a routine examination or hygiene appointment, you may be required to pay for an additional visit before your next scheduled appointment under your plan. 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.

## **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](http://www.globaldentalscheme.co.uk) to learn more about the scheme.