

Membership Plan – Hygiene 1

The following agreement is made between Phillips & Co Cosmetic Dentistry and details the terms and conditions of the patient's Membership Plan.

The Membership Plan that has been mutually agreed upon is Membership Plan – Hygiene 1, for which the monthly fee is £12 and entitles the patient to the following aspects of dental care:

- One Dental Check-up a year with a Dentist (At one of their Hygiene Appointments).
- Dental Radiographs (X-Rays), when appropriate, will be free of charge to the patient.
- Two Dental Hygiene appointments a year with the Hygiene Therapist or Hygienist.
- It is the patient's preference as to how they may decide to attend these appointments, however we may advise that one scenario suits your dental needs better than the other and recommend that routine.
- After Hours Callouts for genuine dental emergencies will be discounted from the usual fee of £250 to £175. This service is strictly reserved for Swelling, Bleeding, Trauma and Severe Pain only, and you may make contact by email (hello@darlingtondentistry.co.uk) or 07599 722 608.

This Membership Plan is designed to simply maintain your dental health to a very high standard; therefore, the following will apply:

- For Simple Dental Treatments such as Fillings, Tooth Removal, Extra Hygienist appointments and Root Canal Therapy a charge will be applicable, although there will be a 10% discount applied to the price of the treatment at that time (Price list is available on our website or upon request, subject to change).
- For Advanced Dental Care such as Crown, Bridges, Implants and Dentures a charge will also be applicable, although there will be a 5% discount applied to the price of the treatment at that time, (Price list is available on our website or upon request, subject to change).
- It is worth noting that the practice will always endeavour to provide the dental care required by the patient, regardless of its express inclusion in the above plan. Our priority is your health over a long term.

The terms and condition of the Membership Plan agreement are as follows:

- Payments will be made by Direct Debit on the 1st of each month, there is no end date to the agreement unless either wish to terminate it as detailed below.
- Payments will appear on your statements as a GoCardless transaction with a unique reference prefix e.g., **GoCardless, ref:**

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- The monthly fee will be reviewed towards the end of every year. If there were any changes to a patient's monthly fee the patient will be notified with a minimum of one month's notice.
- If the monthly fee is unpaid for one month, Dr Scott Phillips reserves the right to terminate the patient's membership plan with one month's written notice. If payment is received before the end of the month, the plan shall remain in place however charges may be applicable if the payment is made the next month.
- The Membership Plans are contingent upon the patient maintaining their oral health as per the guidance of our team. Failure to do so may result in a deterioration of the patient dental health, in which case the practice may decide to terminate the agreement with one month's notice as the Membership Plan is no longer in line with the patients' best interests and current dental treatment needs.
- The Membership Plans entitle the patient to certain aspects of care each year, however these are not accumulative benefits and non-transferrable or refundable if they are not taken advantage of. Although we will endeavour to provide all the care stated in the agreement, it is ultimately the responsibility of the patient to ensure they receive their regular maintenance and care.
- The patient may terminate this agreement by giving at least one month's written notice unless the patient has embarked on a course of treatment which will take more than one month to complete, in which case the agreement will terminate on completion of the treatment.
- The Practice will require the patient to be dentally fit before this Membership Plan is started. The practice may choose to subsidise the cost of the stabilisation treatment required if a Membership Plan is started before minor dental issues are rectified, but this is arranged on a case-by-case basis and is at the sole discretion of the practice.
- The Patient will attend the Practice when they have an appointment. If the Patient fails to attend an appointment or fails to give 48 hours' notice of cancellation, this appointment will count as one of their appointments available under the scheme. If the patient fails the second appointment as well as the first, the agreement may be terminated, again with one month's notice.
- This agreement is personal to Phillips & Co Cosmetic Dentistry and its Team. Plan benefits cannot be transferred to treatment provided by any other dental practitioner or at any other practice.
- Any disputes arising under this agreement, if they cannot be settled through the Practice complaints procedure, will be settled by arbitration.
- All written notice should be sent by recorded delivery post to the last known address of the Patient or Phillips & Co Cosmetic Dentistry, although we will always endeavour to send all communication electronically if possible.

Patient Print Name:

Patient Signature:Date: