

## ***Rewards Plan One***

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

The Rewards Plan that has been mutually agreed upon is Rewards Plan One, for which the monthly fee is £45 and entitles the patient to the following:

- £45 a month will be debited from your bank account and credited to your Phillips & Co Cosmetic Dentistry account.
- This £45 per month will accumulate and can be used towards the costs of any facial aesthetics or skin care treatment at Phillips & Co Cosmetic Dentistry.
- 5% Discount on facial aesthetic treatments, skin care, teeth whitening and dental hygienist appointments (not to be used in conjunction with any other plan or offer).
- If your Rewards Plan Credit does not fully cover the cost of the treatment you choose, you can simply pay the balance at the time of treatment.

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

- Payments will be made by Direct Debit on the 14<sup>th</sup> 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:**
- The monthly fee will be reviewed periodically. If there were any changes to a patient's monthly fee the patient will be notified with at least one months' notice.
- If the monthly fee is unpaid for one month, we reserve the right to terminate the patient's membership plan with one month's written notice.
- The Reward Plans entitle the patient to certain aspects of care each year, however this is non-transferrable and can only be redeemed by the plan holder.
- If you decide to exit the Rewards Scheme, you will be refunded any remaining balance with no penalties.
- The nature of the treatment must remain reasonable and responsible. We reserve the right to refuse treatment if we believe it to compromise your health, at which point you may choose another treatment or receive a refund.
- The patient may terminate this agreement by giving at least one month's written notice.
- The Practice reserves the right to seek to recover treatment fees, less plan payments, if the patient cancels their policy with a balance outstanding on their account.
- 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, there will be a nominal fee of £100 applied to your account.
- 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 the Practice.