



Terms and Conditions of Membership Plan

- Membership is for a minimum of 12 months. Should you cancel your direct debit within the 12 month period, you will be required to pay the practice the value of any discounts or treatments you have received under the plan which have not already been paid for by your direct debit. e.g. if you are entitled to two hygienist visits on your plan and attend both, but you only pay for 6 monthly direct debits, you will be required to pay the practice for the extra hygiene visit*
- It is your responsibility to attend your appointments as included in your level of plan. No refunds will be given for appointments not attended. Should you also fail to attend an appointment that has been made without letting us know you will forfeit that visit as detailed in your plan.
- You will be entitled to the benefits of the plan once your first monthly payment has been received.
- Insurance is included in the plan. This insurance used to be a compulsory part of the plan, however due to a new Insurance Distribution Directive that came into force on 1st October 2018, you now have the choice to remove the supplementary insurance element from your plan.

The insurance benefits booklet will be sent to you by Smilecare when they confirm your Direct Debit application has been processed.

If you choose to opt out, your monthly fee will reduce by £0.25p. You do not have to decide straight away – you can remove the insurance at any time by contacting Smilecare. Insurance will be removed from the date you notify Smilecare however no refunds will be made for previous payments including the insurance premium.

- If your payment is unsuccessful in any one month, a double payment will be collected in the following month. No treatment will be carried out during this time. You will also incur a £1.00 failed payment administration charge by Smilecare Limited, who are the administrators of the plan.

*we understand that in exceptional circumstances you may need to cancel your subscription