

TERMS AND CONDITIONS

The costs outlined in our treatment plans reflect those on the date this plan is issued and ONLY with the practitioner(s) who planned that treatment.

The costs outlined for each item in this treatment plan will be honoured for 6 months, from the date issued, in the event that there is a change to our charges during this period.

This applies only to the treatment outlined in this treatment plan and NOT any additional/different dental treatment that you may require during/after this 6 month window, which would be charged the applicable fee at the time it has been planned.

It is in the interests of your oral health that dental treatment is carried out in a timely manner and in accordance with your dental professional's advice. If more than 6 months has elapsed, between the date your plan is issued and the start of treatment, your treatment will be re-priced to our current treatment charges.

The cost of your treatment may change if your treatment is provided by a different practitioner and/or the clinical needs for your treatment changes.

You will be informed of any changes to the costs before proceeding with treatment.

If you are a part of our Practice Membership Plans, your Membership discount has been applied to this treatment plan estimate, for all eligible treatment items.

Please speak to a member of our team for further information on items that are excluded from discounts. If you are not yet a member of our plan, and would like information on the benefits of joining, please ask to speak with a member of our reception team.

If you change your mind about your dental treatment, please contact us as soon as possible. Depending on the treatment planned, the practice may have already incurred a charge for your initial treatment plan (such as study models, diagnostic wax ups, laboratory work). Should you change your mind about your planned treatment, the practice reserves the right to make a charge covering any incurred costs to your initial treatment plan, which may be deducted from monies held in credit on your account. Your revised treatment plan will be re-issued with an outline of the costs of your new treatment plan.

DEPOSIT TERMS AND CONDITIONS

For Private and Membership Plan patients, we require a deposit to secure your treatment appointments, to the value of 50% of the planned treatment cost for that appointment.

(e.g. If you are returning for a filling that will cost £120, we politely ask for a deposit of £60 to secure your appointment)

Your deposit will remain on account and go towards the cost of that treatment, provided any cancellations are made with more than one working day's notice and/or you attend your appointment as planned. Please note, we are not open on Saturdays and therefore Monday appointments should be cancelled before we close on Fridays.

For appointments that are missed, or cancelled with less than one working day's notice, the deposit shall be deducted from your account and a new deposit will be required to rearrange your appointments.

It is your responsibility to attend your appointment on time. Our email and telephone reminder service is a complimentary service however we cannot guarantee you will receive email/telephone reminders due to reasons beyond our control (e.g. a change of telephone number without informing us, a network/computer problem preventing emails from being sent). Therefore, failure to receive an email/telephone reminder will NOT be considered a valid reason for missing appointments, and will be considered a 'failure to attend' as per our Appointments Policy.

Please also note we do not accept correspondence via our Facebook and Instagram pages regarding appointments and our SMS service is no-reply.

If you arrive more than 10 minutes late, it may be necessary to rearrange your appointment and your deposit will be deducted from your account. To rebook your appointment, a new deposit would be chargeable.

We may not be able to offer further appointments in the event of repeated late attendance and/or more than 2 missed/short-notice-cancelled appointments. You may also be asked to pay the full cost of your treatment up-front as a deposit, instead of 50% of the cost.

YOUR MEDICAL INFORMATION

It is important that we hold up-to-date medical information on your records. You will be sent a link to your online patient portal before your appointment. Please log on and complete your medical questionnaire before attending. If there are any changes to your health between appointments, please inform us when you attend. It is useful to bring a copy of your prescription sheets if you take any medications.

Please call us if you are having difficulty accessing your Patient Portal.

Please note if you are unable to provide us with up-to-date medical information prior to your dental treatment, your appointments may be postponed until this information is received by the practice.

Thank you for choosing Hagley Dental Practice.