

## Terms and Conditions 01/05/2012

1. Please read these terms and conditions in conjunction with your treatment plan. Your treatment plan is personal to you and is a written account of the dental treatment you require, as discussed with you at your consultation. Your treatment plan will also include the estimated cost of your treatment.
2. Estimates are valid for 3 calendar months from the date of the treatment plan. Should a fee increase occur within this period we will honour the amount quoted in your treatment plan as long as your treatment begins before the 3 months expire. However please note that in certain circumstances the estimated cost of treatment may vary due to the complexity of the treatment needed. Should such a change occur your dentist will inform you and explain why at the earliest opportunity.
3. Please be aware that if you are unable to attend a dental or hygienist appointment we do ask for **at least 24 hours** notice. For dental appointments involving sedation or appointments with our in-house specialists we require **48 hours notice**. Failing to attend any scheduled appointments or cancelling your appointment with less than 24 hours notice may incur a charge.
4. Should you arrive after the scheduled start time for your appointment please be aware that it may not be possible for all of your treatment to be carried out or that your dentist may feel they need to reschedule your appointment to allow the appropriate amount of time for your treatment and give you their best possible care.
5. Our dentists will guarantee their work against failure for 2 years from the day of final fitting and will cover the following: breakage of definitive restorations, (not core fillings destined for crowning) and fitted laboratory work (such as crowns and bridges). The guarantee **does not include** failure due to normal wear and tear, lack of proper cleaning and home care, breakage due to trauma, inappropriate use or deliberate damage, new decay, gum recession exposing edges of crowns or bridges, periodontal (gum) infection, sudden tooth or root fracture under an intact restoration or fillings. Work that has been deemed unacceptable by you (the patient) because of the aesthetic appearance of the work will not be guaranteed if, at the time, you consented to having the crown or bridge cemented after being shown its appearance and the work is technically correct. Guarantees will only be upheld providing you have seen your dentist, at least every 12 months, for a routine dental examination. Allowances will be made for exceptional circumstances at your dentists' discretion. Any queries regarding guarantees should be addressed in writing to the practice manager.
6. If, after receiving your treatment plan, you choose to book an appointment to start your treatment, we will take this as your consent to being treated by your dentist and to agreeing to pay for the treatment required.
7. We would ask that all fees are settled at least by the end of each course of treatment.
8. In the event that settlement of fees is not possible due to a change in personal circumstances, please write to our practice manager or e-mail the practice as soon as possible at [info@notleydentalcare.co.uk](mailto:info@notleydentalcare.co.uk) so that we can make suitable arrangements for payment. If payment is not received within a reasonable time period and there has been no communication with the practice to we may pass your account to a third party for collection of the debt.
9. Any cheques returned unpaid by the bank may incur an extra administrative charge being added to your account.
10. In the event that the treatment has been paid for in advance but cannot be completed by either yourself or your dentist any credit remaining shall be refunded by the practice.
11. Should your address change during treatment, or if you are to be away from your address for an extended period, please inform us in writing or by e-mail to prevent costs being incurred by delayed payment due to lost, misdirected or late receipt of invoices.
12. Accepting the accompanying treatment plan implies that you have read, understood, accept and agree to abide by the above terms and conditions as they apply to your course of treatment and that all of your questions regarding the proposed treatment have been answered to your satisfaction.  
You are also agreeing to Notley Dental Care and any parties designated by us, including clients, licensees, agencies or periodicals having permission to use your name and photograph in any medium for the purposes of education or advertising. It may be possible to identify you from your pictures and you will not receive any remuneration for their use. Please notify us if you would prefer not to have your images used.

Should you have any queries or further questions regarding our terms and conditions please do not hesitate to contact the practice.

*We look forward to seeing you for your next visit!*