

Patient Payment Policy

The practice is committed to providing a high standard of treatment to our patients. To help achieve this goal it is important that treatment fees are collected efficiently.

All patients are provided with a treatment plan and estimate before the treatment commences which has details of the payment terms and fees payable for treatment.

To avoid unnecessary costs or inefficiency, the **full balance** is to be collected **before** each treatment plan commences. All appointments required are to be booked in advance.

If for any reason the patient wishes to stop treatment, any amount of funds in credit reflecting the outstanding treatment will be refunded.

In cases where treatment is paid for on finance through a Finance company, please be aware that the finance agreement must be accepted and signed prior to the start of that treatment. If you have financed any of the costs of your treatment through the finance company, and wish to cancel your treatment after signing the agreement forms, please be aware that a cancellation fee of up to 15% of the total finance amount will be charged. In some circumstances, we reserve the right to request payment in advance for certain treatments and the patient must cover any lab fees and other expenses that have been generated up to the point of cancellation date. Easy Dental reserves the right to charge time-based deposits for booking future appointments. Deposits are deductible off the cost of treatment.

Payment methods accepted are:

- Cash
- Bank transfer
- Debit/Credit Card

Easy Dental does not accept any payments by cheque (unless agreed in advance with the practice owner). Please note that unpaid accounts are routinely referred to a Debt Collection Agency or the Small Claims Court, and we reserve the right to recover all costs incurred in doing so. We reserve the right to make alternative charges based on surgery and clinician time if planned treatment cannot be completed in the allocated time.

PLEASE BE ADVISED IF A TREATMENT APPOINTMENT IS MISSED OR CANCELLED WITH LESS THAN 48 HOURS NOTICE THEN WE RESERVE THE RIGHT TO CHARGE A MINIMUM OF £40 FOR ALL ROUTINE EXAMINATIONS AND THEN £120 PER HOUR OF TREATMENT SURGERY TIME LOST