

Terms and Conditions

We are always pleased to assist our patients whenever we can. This document gives details of our terms and conditions of service. If, however, you have any queries or need clarification, please contact us and a member of staff will be happy to help you.

Please be aware that any information provided through any part of our social media accounts is for entertainment and/or informational purposes only and does not constitute professional advice. No professional advice can be given without a clinical consultation with a dentist. For professional dental advice we strongly recommend that you see a dentist for full consultation.

Easy Dental does not have a contract with an NHS Primary Care Trust and all treatments are provided on a private basis only.

Treatment plans and Estimates

Once your treatment plan has been agreed with the Dentist, we will provide printed details of your plan. If this plan changes due to radiographic or clinical findings, we will inform you and discuss this with you. Treatment plans and fees are valid for 90 days from the date the treatment was prescribed. If there are any points on your treatment plan that you wish to query, please do not hesitate to ask us, before the appointments for actual treatments are made.

Consent forms

Certain treatments require completion of a written consent form. This is in order to explain the treatment, aftercare and any risk to you thoroughly, before any of these treatments are carried out.

Consent for any treatment can be withdrawn at any point by the patient or dental professional.

Fees

Fees for treatment are due on the day the treatment is provided. We do not operate an account in arrears facility and we require fees to be settled at the

appointment where treatment is provided. Where treatment incurs a laboratory fee, a minimum of 50% of the total fee is due at the appointment where impressions are taken. Fees for certain treatments like Dental Implants and Clear Correct[®] are taken in staged payments at each visit.

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. Please note that finance is only available on treatments over £1500, not including Emergency Dental Treatment, and that a minimum deposit may also be required.

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 ask for payment in full before beginning any treatment plan.

We reserve the right to make alternative charges based on surgery and clinician time if planned treatment cannot be completed in the allocated time.

Late cancellation or missed appointments:

Cancellations and Failed Appointments: We require a minimum of 48 business hours' notice for cancellation of any arranged appointment. When we schedule an appointment for a patient, we are booking the surgery time off for that

patient's treatment. Failure to give the appropriate notice of cancellation will result in a Failed Appointment Fee being charged. This fee is proportionate to the length of the appointment failed and is to cover the cost of the surgery time wasted.

Failed Appointment fees must be settled before any other appointment is offered. Please note that we cannot accept notice of cancellation by text message, website chat, WhatsApp or answer phone message, as these are not screened daily.

Easy Dental reserves the right to charge the patient a late cancellation fee in the event of a missed appointment or an appointment cancelled with less than 48 hours' notice. Rescheduling any appointment must also be made within 48 hours.

For missed appointments or short notice cancellations, we reserve the right to take a minimum of £40 for all routine examinations and then £120 per hour of treatment/ surgery time before allowing to book further appointments.

New patients must pay a £60 deposit fee at least 48 hours prior to their first time attending the practice in order to secure their appointment with. This fee is non refundable if the patient does not attend their appointment or arrive to late to be seen (more than 10 minutes late to the appointment).

Please note: it is also down to the principal's discretion if further appointments can be booked for any late cancellations or missed appointments.

Late for appointments:

We understand that some patients travel long distances to get to the clinic, and in some cases being late for appointments can be unavoidable. If you are more than 10 minutes, please be aware that you may be asked to reschedule your appointment.

Personal Details:

It is very important that you give a full medical history and details of any medication you take. Should these change in any way, it is very important for you to tell your Dentist. It is the patient's responsibility to inform the clinic of any changes in either personal details and/or their medical history.

Guarantee:

At Easy Dental we offer a 12 month guarantee for fillings, and crown and bridgework, provided that the following conditions are met:

1. The patient has fully paid for the treatment and does not owe the practice any money for the treatment received.
2. The restorations have not been damaged as a result of an accident, trauma or excessive grinding.
3. The patient has followed all post treatment maintenance recommendations made by our dentists.
4. The patient has attended and routine examination every 6 to 12 months as prescribed by the dentist.

Some treatments may have a guarantee of less than 1 year, and in this case you will be informed by your Dentist either verbally or in writing, or both.

Use of Images and X-rays:

Easy Dental may use images and x-rays of your smile and teeth only, for marketing and educational purposes on the Easy Dental website, and on promotional and educational literature. Your name will never be published, and identity will never be disclosed. However, if you DO NOT wish for us to use your images and x-rays in this way, please let us know.

Use of patient contact details:

At Easy Dental the health of our patients is our highest priority, and we also like to keep our patients informed of various important changes at the clinic and of our latest special offers. We like to remind our patients of their appointments, when they are due for appointments, and other various important reminders. On this note, you may be periodically contacted by the clinic via phone, text, email or by letter in the post. If you DO NOT wish to be contacted by the clinic by any or all of these means, please let us know.

Complaint's policy:

At Easy Dental we always take complaints about any aspects of our services very seriously, in order to ensure that every patient has only the very best experience at all times.

Complaints can be made in writing by filling out simple complaints form available from reception, or via email, by the patient or by an authorized person on the patient's behalf. Complaints should be made to the 'Complaints Manager', and should be clear, so that they can be dealt with efficiently.

Every complaint will receive immediate written/email acknowledgment, and the Management will strive to resolve the complaint within a quick, reasonable period of time (usually about 2 weeks). For our full complaints procedure and policy, please ask a member of our reception team. If a complaint is about any aspect of clinical care or associated charges it will normally be acknowledged by the Management team and then referred to the treating Dentist. Please note that in these cases, Easy Dental accepts no liability on behalf of the treating Dentist and acts as a liaison between the patient and the treating Dentist, only.

No tolerance/Abuse policy

We operate a zero tolerance policy to abuse to our Dentists and staff, loud/disorderly/drunken behaviour, persistent missing and late cancellation of appointments (after multiple warnings). In these situations, Easy Dental reserves the right to refuse treatment and admission.

Promotions

Easy Dental occasionally runs special offers and promotions on treatments. These are subject to availability of appointments and suitability of the treatment for the patient.

Data Protection Act:

We store all patient personal details on a secure computer system in accordance with the Data Protection Act & GDPR. All clinical notes, digital radiographs, digital photographs etc remain the property of Easy Dental. Copies of notes, radiographs and photographs can be made available on request, and we reserve the right to charge an administration fee for these.