

DENTAL PLAN WITH Aspire Smiles

TERMS AND CONDITIONS OF REGISTRATION

The terms and conditions outlined below govern your registration under our dental payment plan. We highly recommend that you carefully read and securely retain this information for future reference. Please note that this agreement is specific to your dentist and cannot be transferred to another practice or dentist. By setting up a direct debit to cover the expenses of your payment plan, you confirm your acceptance of the terms described herein. As a patient, it is your responsibility to schedule your dental appointments.

A digital copy of this document is also accessible on our practice website at:
www.aspiresmiles.co.uk

***Please be aware that you will be fully eligible for the Membership Plan benefits once the initial Direct Debit payment has been collected successfully.**

INITIAL TERM

The minimum term for your dental plan is initially **6 months**. If you decide to cancel your dental plan before this period, please be aware that the practice retains the right to recover any appointment fees, and any discounts applied to treatments will need to be reimbursed to the practice. Our membership runs from January to December each calendar year, and you cannot carry on of Exam and Hygiene visit to the next year if not used up.

DIRECT DEBIT COLLECTION

Your monthly plan fee will be collected by direct debit on the 1st of each month or shortly after. If the collection was unsuccessful, we'll automatically reattempt to take collection again on or shortly after the 10th of that month.

PLAN FEE AMENDMENTS

The plan fee is subject to change at any time. We will review your plan fee annually and provide prior written notice of any changes via email.

PLAN CANCELLATION

You can cancel your plan outside of the initial membership term by contacting the practice via email at info@aspiremiles.co.uk. We will require **3 months** written notice to cancel your plan. However, if you choose to cancel during the minimum term of membership, the practice reserves the right to recover any appointment fees and discounts received on treatment.

MAINTENANCE PLANS

NON-PAYMENT

If we cannot collect your regular plan fee for any reason, we will promptly contact you to arrange the collection of any outstanding fees. These fees can be collected via direct debit or paid directly to the practice using cash or card.

REFUNDS

Any applicable refunds will be processed by the practice.

FAILURE TO ATTEND APPOINTMENTS

We kindly request that you give us a minimum of **48 hours'** notice if you cannot attend your scheduled appointment. It is your responsibility to keep appointments with your dentist and/or hygienist. Failure to give the required notice may result in a 'missed appointment fee' of £30. Additionally, you are responsible for attending regular examinations as your dentist recommends and promptly informing them of any oral health concerns or issues. You can cancel your plan outside of the initial membership term by contacting the practice via email at info@aspiremiles.co.uk. We will require 3 months written notice to cancel your plan. However, if you choose to cancel during the minimum term of membership, the practice reserves the right to recover any appointment fees and discounts received on treatment.

COMPLAINTS

If you have any concerns regarding the care or service provided that have not met your satisfaction, please refer to the practice's complaint procedure for guidance on addressing the issue.

GLOBAL DENTAL ACCIDENT AND EMERGENCY SCHEME

Your dental plan provides you with access to the Global Dental A&E Scheme. This scheme is designed to assist patients who require support or treatment in the event of an accident, dental emergency, or a diagnosis of mouth cancer.

While the scheme aims to offer benefits in most cases, it is important to note that it is a discretionary scheme and not an insurance plan. The scheme is not obligated to provide benefits, and each request will be evaluated individually by the Scheme Manager to determine whether benefits can be provided.

For more information, you can contact the practice directly, or visit www.globaldentalscheme.co.uk to learn more about the scheme.