

SUTTON PARK DENTAL CENTRE

43 Sutton Park Road, Kidderminster, Worcestershire DY11 6LD

The Agreement between You and Sutton Park Dental Centre (SPDC)

These are the terms and conditions of your agreement with Sutton Park Dental Centre ("**Agreement**"). Please read them carefully and keep them safe so that you may refer to them in future.

- The Agreement is between the Patient and Sutton Park Dental Centre (SPDC). You agree to pay a monthly fee, by direct debit, which is payable in advance to SPDC. This is for the Confident Membership Plan. (**'the Plan'**)
- The Commencement date of the Plan is the date of the first Direct Debit payment for the monthly fee that has been agreed upon.
- The Plan is a rolling plan for 12 months. This allows the Patient to spread the cost of each year's preventative dental treatment, after which the plan will reset. Unused appointments cannot be carried over to the next 12-month period. The plan provides discounts on certain dental treatments offered at SPDC.
- The Plan **DOES NOT** cover pharmaceutical items, prescription fees, referral to another practice or specialist, or laboratory fees. These are 'third party' fees, charged as applicable, and payable by the Patient directly.
- Treatment will be provided by a member of the SPDC dental team at appropriate intervals throughout the year. It is the Patient's responsibility to both make and keep the appointments, and to spread the Plan treatment entitlement across the Plan's 12-month duration. If appointments are missed, without appropriate notice given, then treatment will be lost, or a fee may be requested.
- The Patient may cancel the Plan, and receive a full refund, within 14 days 'cooling off' period of receiving Membership confirmation. This cancellation must be made in writing before the Plan commencement date. After this time, the Patient is not entitled to end the Plan until the Minimum Period (of 3 months) has passed. The Plan can then be terminated by giving 30 days' written notice to SPDC. The joining fee (£10) is non-refundable and is repayable upon re-joining. Any monies outstanding for treatments that have been provided under the Plan will be due immediately.
- Direct Debit payments will be collected on or near the 15th of each month. It is the Patient's responsibility to cancel the direct debit if the Agreement is terminated for any reason.
- If the Patient fails to make a monthly payment, SPDC will inform the Patient accordingly, and will suspend the Plan whilst payment is outstanding. An attempt to collect 2 payments will be made. If payment remains in arrears at this point, The Plan Agreement will be terminated, and there will be no entitlement to treatment under the Plan.