



Terms & Conditions

Subscription Plans

We offer three subscription plans: Access, Plus, and Care. Each subscription provides access to dental hygiene and/or periodontal services as described on our website. Services are provided over a 12-month access period, subject to availability and booking policies.

Promotional Pricing

Promotional codes may be offered from time to time and must be entered at checkout. These apply only to the first two (2) billing months and cannot be applied retroactively. Promotional periods are non-refundable.

Automatic Price Transition

After the promotional period, subscriptions automatically continue at the standard monthly rate until cancelled. This transition is automatic and does not constitute a price increase.

Billing & Payments

Subscriptions are billed monthly in advance via our payment provider (Stripe). By subscribing, you authorise recurring charges to your selected payment method.

Subscription Duration & Access

Subscriptions grant access to included services for a 12-month access period from the subscription start date. Unused sessions do not roll over beyond this period.

Upgrades, Downgrades & Cancellations

Subscriptions can be managed via the online customer portal, including plan changes and cancellations. Changes may be prorated according to Stripe's billing rules. Cancellations take effect at the end of the current billing period.

Refunds

All fees are non-refundable except where required by law. Promotional periods are non-refundable. Once a session has been booked, no refunds will be provided for the remainder of the 12-month access period, even if the subscription is cancelled. Missed or unused sessions are non-refundable.

Governing Law

These Terms & Conditions are governed by the laws of England and Wales.