

## Terms and Conditions of Membership Plan

- Membership is for a minimum of 12 months. Should you cancel your direct debit within the 12 month period, you will be required to pay the practice the value of any discounts or treatments you have received under the plan which have not already been paid for by your direct debit. e.g. if you are entitled to two hygienist visits on your plan and attend both, but you only pay for 6 monthly direct debits, you will be required to pay the practice for the extra hygiene visit\*
- It is your responsibility to attend your appointments as included in your level of plan. No refunds will be given for appointments not attended. Should you also fail to attend an appointment that has been made without letting us know you will forfeit that visit as detailed in your plan.
- You will be entitled to the discounted treatment once your first monthly payment has been received.
- You will be entitled to your first free hygienist and check up visit 3 or 6 months after your first monthly payment depending on if you join the enhanced or routine plan respectively
- If your payment is unsuccessful in any one month, a double payment will be collected in the following month. No treatment will be carried out during this time. You will also incur a £1.00 failed payment administration charge by Smilecare Limited, who are the administrators of the plan.

\*we understand that in exceptional circumstances you may need to cancel your subscription