Smilecare Membership Terms & Conditions

DIDCOT DENTAL STUDIO

Our Smilecare membership plans are designed to make looking after your dental health easier and more affordable, with convenient monthly payments, routine dental care and discounts on selected treatments.

Please take a moment to read the following terms before joining.

Membership and Benefits

- Membership has an initial minimum term of 12 months. After your first 12 months, your membership will automatically continue on a monthly rolling basis until you choose to cancel.
- Your membership includes the examinations, hygiene appointments and other benefits outlined in your chosen Smilecare plan.
- Your first new patient examination and first hygiene appointment are not included in your membership and must be paid for separately.
- You can enjoy discounts of 5–10% on eligible dental treatments as soon as your first membership payment has been received. Discounts vary depending on the treatment, and some treatments are excluded.
- Your included examinations and hygiene appointments become available once enough monthly payments have been collected. Depending on your chosen plan, this will usually be after 3–6 months.
- Membership benefits are for your personal use and cannot be transferred to another patient or exchanged for cash.

Appointments and Unused Benefits

- It is your responsibility to book and attend the appointments included in your membership.
- Your included appointments can be used at any time during your 12-month membership year, once you have become eligible for them.
- Your membership year begins on the date you join and renews on the same date each year.
- Any unused examinations, hygiene appointments or other annual benefits will expire at the end of your membership year and cannot be carried over to the following year.
- We ask that you provide at least 72 working hours' notice if you need to cancel or rearrange an appointment.

- If you miss an appointment or cancel without sufficient notice, you may lose that included appointment or incur a cancellation charge in line with our appointment cancellation policy.
- If we are unable to provide an included appointment within your membership year, we will make suitable alternative arrangements.

Monthly Payments

- Your monthly membership payments will be collected by Direct Debit through Patient Plan Direct (PPD), who administer our membership plans.
- If a monthly payment is unsuccessful, we will attempt to collect the missed payment alongside your next monthly payment.
- If this second collection is also unsuccessful, your membership will be cancelled.
- Membership benefits may be suspended while payments remain outstanding.
- Cancelling your Direct Debit does not automatically cancel your membership or remove any outstanding payment obligations.

Cancelling Your Membership

- If you wish to cancel your membership, please email info@didcotdentalstudio.co.uk.
- Your membership has an initial 12-month commitment. However, if you need to leave during this period, you can do so without automatically paying the remaining monthly subscriptions.
- If you cancel within your first 12 months, we will calculate the value of any included examinations, hygiene appointments and treatment discounts you have received, compared with the total membership payments you have already made.
- If the value of these benefits exceeds the membership payments received, you may be required to pay the difference. You will not be charged more than the difference between the value of those benefits and the payments already made, and any charge will be subject to applicable consumer law.
- Any included examinations and hygiene appointments received will be valued at the Practice's standard fees applicable when the appointments were provided. Treatment discounts will be valued at the actual discount received.
- If your membership payments already cover the value of the benefits received, no additional early cancellation charge will apply.
- After your first 12 months, you can cancel at any time by giving us 30 days' notice by email, without any additional cancellation charges.
- We understand that circumstances can change. If you need to cancel because of exceptional circumstances, please contact us and we will review your situation individually.

Changes to Your Membership

- We review our membership prices from time to time, usually once a year.
- We will always give you at least 30 days' notice before increasing your monthly membership fee.
- Your membership fee will not increase during your initial 12-month commitment.

- After your initial 12 months, if you do not wish to continue at the new price, you can cancel your membership before the increase takes effect without penalty.
- If you would like to change your membership plan, please contact us and we will be happy to discuss the available options.

Additional Information

- Some membership benefits, including those associated with our Invisalign Care and Implant Care plans, may have specific conditions or clinical requirements, as outlined in the relevant plan information.
- All dental treatments are subject to clinical assessment, and any treatment not included in your membership will be charged separately.
- Membership is intended to support your ongoing dental care and does not replace the need to follow advice from your dentist or hygienist.
- We may need to update our membership terms occasionally. If any changes materially affect your membership, we will let you know in advance and explain your options.
- If you have any questions or concerns about your membership, please get in touch. We are always happy to help.
- Nothing in these terms affects your statutory consumer rights.

Questions about your membership?

Please contact our friendly team at:

Didcot Dental Studio

Email: **info@didcotdentalstudio.co.uk**

Website: **www.didcotdentalstudio.co.uk**

These terms should be read alongside the benefits of your chosen Smilecare membership plan.