

Terms and Conditions for Appointment management and Payment:

Reservation Fee and Payment in Advance Policy

Reservation fee will be required to secure appointment for all bookings. This is fully refundable and subject to Dental Rooms' cancellation policy.

Please see table below for required reservation fee:

Appointment Length	Reservation Fee	Example	Full Payment
Under 1 hour long	None	N/A	Full payment required <u>3 days prior to the appointment over the phone or by BACS</u>
1 hour or longer	Required / £100 per hour	1 hour - £100 1h 15m - £125 1h 30m - £150 1h 45m - £175 2 hours - £200	payment during our appointment confirmation call

We kindly ask our patients to pay the balance of the cost of treatment **3 days prior to the appointment** over the phone or by BACS payment. All patients must complete their payment before any dental examination/procedure commences.

How to pay for your reservation fee:

- Pay over the phone by debit or credit card
- Send us a BACS transfer

How to complete your full payment:

- Pay 3 days before the appointment over the phone
- Send us a BACS transfer **minimum 3 days before** the appointment if you wish to pay for the balance in advance

Unfortunately, we are unable to accept cheques and American Express.

Terms

Payment must be made on time, in full, and without any deduction. In the event that an account is outstanding, we reserve the right to charge 3% interest to all late payments and will refer the matter to our debt collection agents which will incur additional costs. The additional costs incurred to collect the debt will be added to the debt, plus VAT.

If you decide against proceeding with any treatment, we will refund any advance payments.

Late Cancellation and Failed Attendance Policy

Cancellation Policy:

We reserve the right to charge for late notice (less than 48 hours) or missed appointments.

Cancellation of appointments can only be made via the practice telephone on 0208 946 2426 and not via e-mail or text. Please be aware our Text Message service is a courtesy reminder only and not a confirmation of appointments.

Cancelling an appointment at short notice usually means that we are unable to re-allocate the time to another patient resulting in space in our appointment diaries. We have the following system for appointment cancellations to maintain fair pricing:

We will endeavour to reallocate the time to another patient. If this is not possible, we have the following policy which also applies to non-attendance to a scheduled appointment.

1. In the first instance of a short notice cancellation, we will give you the opportunity to rearrange the appointment. We will cover the overhead costs and ensure your dental care team are paid.
2. In the second instance of a short notice cancellation, a charge will be made based on our day-to-day running costs per surgery; check-ups/routine dental visits and hygiene appointments are calculated at a cost of £50 per 30 minutes of appointment duration and dental treatments at a cost of £100 per 30 minutes. Whilst this charge will not fully cover the cost of the lost treatment time it will allow us to pay your dental care team and to partly cover our overheads which help to prevent raising our prices unnecessarily.
3. In the third instance of a late cancellation, a charge will be applied as above. We also reserve the right to refuse to reserve any further appointment time in our diaries.

Late cancellation charges must be settled within 14 days of the appointment date.

Understanding

We appreciate your understanding of our appointment cancellation policy in helping to run an efficient appointment system. We will always take exceptional circumstances into account if the unforeseen happens and on the rare occasion you have the need to cancel an appointment at short notice.

If you wish us to consider exceptional circumstances with a late cancellation, simply write to us within 48 hours from the date of the cancelled appointment, outlining these circumstances and enclosing any supporting evidence.

Each case will be considered individually, and we will contact you within 28 days informing you of the outcome, if necessary, crediting any fees incurred and paid.

Terms and Conditions for Fair Pricing

At Dental Rooms fair pricing is an important part of our ethos. We want the fees that we charge you as a patient to be great value to you in addition to reflecting a fair price for our skills, experience and investment in training, technology, and high-quality materials.

We are committed to pricing fairly. The information below, sets out what we do to ensure that this happens.

Help us to help you

For us to maintain our fair pricing structure along with our commitment to helping you stay healthy with great looking teeth that function for life, we need your help.

When we have an appointment scheduled together, we have that time reserved especially for you. We work hard to make sure nothing gets in the way of that. We also suggest you note appointment times on your calendar. That way if a potential conflict comes up, you can say that you have a prior commitment. We find that patients who prioritise their health by committing to appointments as recommended prevent more complicated problems occurring and make savings on the cost of dental care in the long term.

We make you aware of our fees.

We want you to be fully aware of the treatment that we are proposing, the reason why we are proposing it and the fees that you will pay before your treatment begins.

We also want you to be aware of when your fees will be due. In most cases this will be at the end of each appointment.

To do this, we:

- Display a fee guide on our web site and make sure that it is also available at reception.
- Discuss with you the treatment that we think is necessary and the reasons why.
- Provide you with a written treatment plan which includes the estimated costs before treatment starts.
- Provide a new treatment plan for you, with updated fees, if the treatment needs to change for any reason.

Regular fee reviews

We review our fees regularly and based on our current costs and the current market conditions, we will decide whether to increase some, or all our fees. Any new prices are published on our website.

From the date the treatment plan is proposed, the prices are valid for only 3 months.

Why fee increases are a necessity.

There are two major factors that we take into consideration when adjusting our fees. Our costs and economic or market conditions. Our costs range from cleaning and insurance to energy and equipment and everything else in between. By far the biggest of these costs are wages, dental materials, and laboratory costs.

We want you to have confidence in our team and to receive the best possible service and treatment. To do this we need the best people working for us. We want to pay our team a fair wage and for them to work in a pleasant environment which provides them and their families with a secure future. We take our responsibility as an employer very seriously.

The cost for materials and laboratories varies hugely. Fees could be reduced by using cheaper, poorer quality materials or by using a cheaper laboratory, but we think that this is a false economy and would not provide you with the best dentistry, ultimately meaning that our patients could end up paying more both financially and biologically.

What exactly does Fair Pricing mean?

More than just the outright value of our services, there are certain principles that we try to uphold.

- We feel it an absolute necessity to minimise our impact on the environment
- We recruit experienced and talented staff. We do not want to compromise on workmanship or communication for our patient's care. We think that this provides you with a better service and a high- quality end result as well as minimising complications.

Why our prices say 'from...', and our treatment plans are 'estimates'?

It's hard to be completely accurate on our fee guide, for example for a white filling on our guide it says (depending on size) "From".

Why do we say 'from' and not just give a price? A small filling at the front of the mouth that is easy to get to and doesn't use much material will be cheaper. A big filling at the back of the mouth will take longer because it is more difficult to place and uses more material, therefore the cost will be more.

Even when we have seen you and provided you with a treatment plan, the figures are an estimate. We will explain in person why there might be variation, but the main reason we may be unspecific is that we just can't be sure of exactly what treatment is needed until we have physically seen it. Therefore, we have to give just an estimate of costs. Sometimes it might be that what you pay is less than we were expecting for the same reason.

Why our prices may differ to another practice.

We regularly check the prices of other practices in the area to ensure that we are competitive. When comparing prices, it is important to ensure that you are comparing like for like.

Here are some things to check:

- Make sure that you are not getting 'partial pricing'. For example, if you see a low price for an implant make sure it includes the treatment planning, the implant, and the crown. Quotes for implants that don't include these items, we believe are priced unfairly.
- As discussed above, the cost of materials varies considerably, and this will be the most difficult thing for you to assess, but this could be another reason why prices may vary.
- The skill and experience of the clinician and nurse matters just like in any other profession. At Dental Rooms, our dentists, hygienists, therapists, and nurses all have a similar ethos, high ethical and environmental standards and excellent dental skills.

Our front of house and management team is also willing to go the extra mile for our patients, and we aim to provide customer service that we can be proud of.

We have a wealth of experience in dealing with simple, through to more complex and challenging cases.