

Terms and Conditions

*These Terms and Conditions apply to all appointments, consultations, and treatment provided through the Practice. By booking an appointment, attending a consultation, or receiving treatment, you **confirm** that you have had the opportunity to read these Terms and Conditions and agree to be bound by them.*

1. Independent Practitioner Statement

All clinicians providing services through the Practice are independent self-employed practitioners and are not employees, agents, or representatives of the Practice.

Your treating clinician provides professional healthcare services directly to you and is solely responsible for all aspects of your clinical care, including, but not limited to, your assessment, diagnosis, treatment plan, clinical decisions, advice, prescriptions, referrals, procedures, follow-up care, and any treatment or healthcare services they provide.

The Practice provides administrative and practice management services, including, but not limited to, facilities, equipment, reception and administrative support, appointment scheduling, and the collection of fees on behalf of your treating clinician. The Practice is responsible for ensuring that its premises are safe, clean, appropriately maintained, and suitably equipped for the delivery of clinical services.

Except to the extent required by applicable law, the Practice is not responsible or liable for any act or omission of your treating clinician, who remains solely responsible for all aspects of your clinical assessment, diagnosis, treatment, clinical decisions, and any healthcare services they provide.

Locum notice: Where appropriate, your treating clinician may appoint a suitably qualified independent self-employed associate or locum to provide treatment on their behalf. This will usually be an associate who already practises at the Practice. Any such practitioner will assume sole responsibility for the clinical services they provide.

2. Payment

Your personalised treatment plan will outline the fees payable for your proposed treatment, including any consultation, assessment, treatment, follow-up appointments, or other agreed services. Fees may also be communicated by other means including by email, text or orally (in-person or by telephone).

We require payment in full, or a deposit, at or before the time of treatment or consultation. The amount of any deposit required will vary depending on the treatment.

To simplify the payment process, the Practice usually collects fees on behalf of your treating clinician, who is an independent self-employed practitioner. The Practice acts solely as a fee-collecting agent and does not provide the clinical services for which the fees are charged. This arrangement is intended to streamline the payment process. Collecting payment on behalf of your treating clinician does not affect their status as an independent practitioner or their sole responsibility for your clinical care.

The patient is responsible for paying for all treatments and services received, whether or not they have private medical insurance or an arrangement with any other third party. The patient accepts full responsibility for settlement of their account if their insurer or sponsor fails or refuses to pay all or part of the account.

If payment is not made when due, the Practice reserves the right to charge interest on overdue amounts, withdraw any discretionary discounts previously applied, and recover any reasonable costs incurred in collecting outstanding sums, including fees charged by debt collection agencies, to the extent permitted by law.

3. Cancellation Fees and Deposits

The Practice reserves the right to charge a reasonable **cancellation fee** and/or retain any deposit paid where a patient cancels, fails to attend, or arrives late for a scheduled consultation, treatment, or procedure with **48 hours' notice or less** before the appointment.

Where a longer cancellation notice period has been agreed in advance for a particular appointment, treatment, or procedure, that agreed notice period shall apply instead of the standard 48-hour notice period.

Failure to provide the required notice may result in a reasonable cancellation fee reflecting the costs and losses arising from the late cancellation being charged and/or the deposit being retained.

4. Website Information, Pricing and Clinical Disclaimer

The information contained on the Practice website is provided for general informational purposes only and should not be relied upon as dental, medical, or professional advice, nor as a substitute for a consultation, examination, diagnosis, or treatment by a qualified dental professional.

While we take reasonable care to ensure that the information, treatment descriptions, and pricing published on this website are accurate and up to date, errors or omissions may occur.

All fees, treatment costs, and other pricing are indicative only, are subject to change without notice, and do not constitute a binding offer. An accurate treatment plan and quotation can only be provided following an appropriate clinical assessment.

Except where liability cannot legally be excluded, we accept no liability for any loss or damage arising from reliance on the information contained on this website.

5. Advance Payments for Laboratory Work and Third-Party Services

Certain treatments require the Practice and/or your treating clinician to commission products or services from third-party providers, including but not limited to dental laboratories, specialist clinicians, imaging providers (such as CBCT or radiography services), aligner manufacturers, implant manufacturers, and other external suppliers.

The Practice and/or your treating clinician may require full or partial payment before any laboratory work or third-party products or services are commissioned. No order or booking will be placed until the required payment has been received.

Once the Practice and/or your treating clinician has commissioned, ordered, booked, irrevocably committed to incur costs, or otherwise incurred costs for any laboratory work, products, materials, or third-party services on a patient's behalf, any payments made towards those costs are non-refundable. This applies even if the patient subsequently cancels, postpones, or decides not to proceed with treatment, as the Practice and/or your treating clinician becomes liable for those costs once the order or booking has been confirmed.

If treatment cannot proceed for clinical reasons determined by your treating clinician, or in other exceptional circumstances at the reasonable discretion of the Practice or your treating clinician, any refund will be considered on a case-by-case basis. Any refund issued will exclude all costs already incurred by the Practice or your treating clinician in relation to laboratory work, products, materials, or third-party services.

6. Treatment Plans and Estimates

Treatment plans and fee estimates are based on the clinical findings and information available at the time of examination. Clinical circumstances may change, and your treating clinician may recommend amendments to the proposed treatment plan. Where appropriate, revised fees and treatment recommendations will be discussed with you before further treatment is carried out.

7. Right to Decline or Discontinue Treatment

Your treating clinician reserves the right to decline, postpone, or discontinue treatment where this is clinically appropriate, where treatment is not considered to be in your best interests, where there has been a breakdown in the professional relationship, or where fees remain unpaid.

8. Referrals to External Specialists or Providers

Where clinically appropriate, your treating clinician may recommend or refer you to independent specialist clinicians, hospitals, laboratories, imaging providers, or other healthcare professionals for consultation, investigation, or treatment.

Any such specialist or third-party provider operates independently of your treating clinician and the Practice and is solely responsible for the care, advice, treatment, services, fees, appointment availability, waiting times, and clinical outcomes they provide.

While your treating clinician may, where possible, provide an indication of likely fees, waiting times, treatment availability, or referral processes, these are estimates only and are not guaranteed. Neither your treating clinician nor the Practice has control over, or accepts responsibility or liability for, the pricing, scheduling, availability, cancellation policies, delays, or the services provided by any independent specialist or third-party provider.

Patients **should satisfy themselves** regarding fees, appointment availability, waiting times, and the terms and conditions of any external provider. Any contractual relationship for services provided by an independent specialist or third-party provider is solely between the patient and that provider.

9. Complaints

If you wish to make a complaint, please follow the Practice's Complaints Policy, which is available on our website. Alternatively, you may request a copy by speaking to a member of the team in person at the Practice, by telephone, or by email. We are committed to handling all complaints promptly, fairly, and in accordance with our Complaints Policy.

Nothing in these Terms and Conditions affects your statutory rights.

10. Force Majeure

Neither the Practice nor your treating clinician shall be liable for any delay, cancellation, or failure to perform their obligations where such delay or failure arises from events beyond their reasonable control, including but not limited to severe weather, fire, flood, pandemic, epidemic, industrial action, power failure, equipment failure, government action, or other unforeseen circumstances. In such circumstances, appointments may be rearranged as soon as reasonably practicable.

11. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales. Any dispute arising out of or in connection with these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.

12. Changes to these Terms and Conditions

The Practice reserves the right to amend these Terms and Conditions from time to time where reasonably necessary, including to reflect changes in applicable laws or regulations, professional guidance, clinical practice, administrative procedures, or the services provided by the Practice.

The most current version of these Terms and Conditions will be available on the Practice's website and may also be provided on request. Updated Terms and Conditions will apply to appointments booked and treatment provided after the revised version comes into effect.

Where any material changes are made that may significantly affect your rights or obligations, the Practice will take reasonable steps to bring those changes to your attention before they take effect.

13. Acceptance of Terms

These Terms and Conditions form part of the agreement between you, your treating clinician, and the Practice in relation to the administrative services provided by the Practice. By booking an appointment, attending a consultation, or receiving treatment, you confirm that you have had the opportunity to read these Terms and Conditions and agree to be bound by them.