



## Terms and Conditions

<b>Name of Policy:</b>	Smileworks Terms and Conditions
<b>Date updated:</b>	16.2.21
<b>Date for review:</b>	16.2.22
<b>Policy is for:</b>	All staff and patients.
<b>Relevant legislation:</b>	Data Protection Act 2018 Smileworks Complaints Policy and Procedure The General Data Protection Regulations 2018

### General information:

1. Patients will be required to follow all health and safety rules laid out by the practice including Covid-19 measures.
2. All patients are required to complete a medical history form prior to their first appointment and it is your duty to update us on any address or telephone number changes.
3. All information will be treated as confidential and protected in accordance with Data Protection legislation.
4. You can expect to be met with the utmost courtesy and warmth from the team at Smileworks as we are always ready to look after you. We will not tolerate any rude or abusive behaviour and anybody showing aggression towards staff will be shown the door and discharged from our care.
5. For health and safety and to comply with social distancing, we do not permit children under 10 in the practice unless they are receiving treatment.

### About your treatment:

1. Dental treatment plans are valid for 3 months from issue. Should a fee increase occur, we will honour the quoted amount as long as you have started your treatment within the 3 month period.
2. Treatment plans and costs can be subject to change if necessary for your dental health or treatment outcome. Should this happen, we will inform you at the earliest opportunity.
3. You must comply with all reasonable requirements set out by your dentist or therapist in order to improve and maintain your dental health. Failing to do so may compromise your treatment plan.

4. We take clinical photographs as part of our diagnosis and treatment process only. We will contact you for permission if we want to use your photos for marketing or education purposes.
5. Consent forms are a requirement prior to any treatment. You may be required to sign a consent form for every part/visit of your treatment journey. We are great at explaining treatment and our clinicians will always make you aware of the risks, benefits and give ample time to discuss or answer any questions you have.
6. Actual insurance benefits will be determined by the insurance carrier.

#### About your appointments:

1. We require you to arrive on time to all appointments. Appointment times are specifically allocated so we may need to reschedule you if you're late.
2. Appointments require up front payment *or* a deposit to book.
3. If you are unable to attend your appointment with us you must give us 24-48 hours notice. If you fail to do so a **late cancellation** fee or **missed** fee will apply.
4. Should you fail two appointments with us in a treatment course, we reserve the right to reassess your commitment as a patient and may be necessary to discharge you from our service.

#### About finance:

1. Should you require information about monthly payments, we will be happy to assist you and discuss finance options.
2. There is an option for a 14 day cooling off period with finance. If you decide to cancel your finance agreement after this, a 10% cancellation fee will be charged.
3. In the event that your treatment has been paid for but cannot be completed by you or your dentist, any credit remaining can be refunded to you.

#### About your guarantee:

1. Our work is guaranteed for 1 year from the day of fitting. The guarantee does not include failure due to lack of proper cleaning, home care, breakage due to trauma, inappropriate use or deliberate damage, new decay, gum recession exposing edges of crowns/bridges, periodontal (gum) disease or habits such as nail biting.
2. Certain implant and braces treatments at Smileworks will carry different guarantees which will be discussed in your treatment plan letter.

3. Work will only be guaranteed if you attend Smileworks for your regular dental check-ups (every 6 months) and hygiene visits as prescribed by your treating practitioner. You may extend your warranty for a further year by joining one of our dental membership plans.
4. Your treating clinician holds clinical responsibility for your treatment plan, warranty and duty of care.


#### About refunds:

1. We understand sometimes you need to cancel your treatment and appointments. You are entitled to a refund of your deposit/amount paid if:
  - You have met the cancellation policy of 24-48hours notice.
  - You have not started the treatment already. I.e a continued treatment from a previous appointment.
  - There is no lab work/fee associated with your appointment.
2. All refund requests must be in writing for approval. Please call reception on 0151 236 5166 to advise cancellation and they will send you a 'Refund Request form' to complete.
3. Please allow up to 7 business days from your written refund request for the accounting team to organise the refund. A senior member of staff will call you to process the refund over the phone.

#### Feedback and complaints:

1. All feedback whether negative or positive is welcome at Smileworks. Feedback is used to review and improve quality of service. You may submit feedback verbally, via email, via the practice website.
2. If you have a complaint please inform us as soon as possible or email the practice manager [kerry@sexydentistry.com](mailto:kerry@sexydentistry.com). An appointment will be made for you to be seen. A copy of our Complaints Policy is available on request or found in 'Contacts' on the website.

We are delighted that you have chosen Smileworks and we are excited to be with you every step of the way on your journey to a perfect smile!

 0151 236 5166

 [reception@sexydentistry.com](mailto:reception@sexydentistry.com)

 Liverpool, L1 3DF.

 [www.smileworksliverpool.co.uk](http://www.smileworksliverpool.co.uk)