

# Terms and Conditions

Name of Policy:	Smileworks Terms and Conditions
Date updated:	01.09.25
Date for review:	01.09.26
Policy is for:	All staff and patients
Relevant legislation:	Data Protection Act 2018 Smileworks Complaints Policy and Procedure The General Data Protection Regulations 2018

## General information:

1. Patients must follow all practice health and safety rules.
2. Patients must complete a medical history form before their first visit including contact details. You must keep these details up to date so we can contact you in the event of an emergency.
3. The information you provide is treated as confidential and protected in accordance with Data Protection legislation.
4. You can expect courtesy and warmth from the team at Smileworks. We do not tolerate rude or abusive behaviour. Patients who are rude or abusive will be asked to leave the practice and will be discharged from our care.
5. Dental practices are full of many potentially dangerous things. For health and safety reasons, we do not permit children under 10 into the practice unless they are receiving treatment.

## About your treatment plan:

1. Following your consultation and a comprehensive assessment of your treatment requirements, your treating clinician will prepare your treatment plan.
2. Your treatment plan and all quoted fees are valid for a period of three calendar months from the date of issue. If the treatment is not accepted during the three month period, your Treating Clinician may require a further

assessment. This may invalidate the original cost estimate. Before any treatment begins you will be given an updated treatment plan.

3. Fees must be paid before treatment begins.

4. Your deposit is fully refundable if you change your mind about treatment within 14 days of signing your treatment plan and not less than 48 hours before treatment is scheduled to begin. Otherwise refunds are at the discretion of your treating clinician.

5. We reserve the right to deduct any out of pocket expenses, such as laboratory fees, in the event that you choose not to go ahead with treatment.

6. Your Treating Clinician is an independent contractor, who is independently regulated by the General Dental Council. They maintain their own professional indemnity insurance to cover your treatment.

7. Your Treating Clinician is responsible for providing your treatment and personally warrants to you that any treatment will be provided with due care, skill and ability.

8. If you are not happy with any aspect of your treatment you must contact the Practice in accordance with our complaints procedure. The Practice will then forward the complaint on to the Treating Clinician who will respond.

Your treatment:

About your appointments:

1. Consent discussions and consent forms are a requirement prior to any treatment. You may be required to sign more than one consent form for different parts of your treatment. Your treating clinician will make you aware of the risks and benefits of treatment and give you time to discuss or ask questions.

2. You must arrive on time to your appointments. Appointment times are carefully allocated and we may need to reschedule your appointment for another day if you're late.

3. If you're unable to attend your appointment you must give us either 24 or 48 hours notice depending on the type of appointment. You will agree this

with a member of the team. If you fail to give the agreed amount of notice a late cancellation fee or missed fee will apply.

4. Should you fail two appointments with us in a treatment course, we will assess your commitment to treatment and it may be necessary to discharge you from our service.

5. 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.

#### About finance:

1. Should you require information about monthly payments, we will be happy to assist you and discuss finance options.

2. There is 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.

#### About refunds:

1. 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.
2. 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 [abby@sexydentistry.com](mailto:abby@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 thank you for your loyalty.