

Practice Charging Policy

It is our policy to ensure that you are fully aware of the cost of your treatment and any other charges that may be applied.

Treatment Fees

We operate a transparent pricing structure. Copies of our fee guide are available at Reception and on our website. You may also request a copy by emailing- reception@arundeldentalpractice.co.uk.

At your consultation various treatment options and the fees involved will be discussed. A treatment estimate will be provided via email and you will be given time to consider your options without pressure or influence. If you would like a printed estimate, please ask at reception.

We are always happy to discuss your treatment plan and the fees involved at any time.

Charges for missed appointments or short notice cancellations also apply as stated below.

Denplan

Denplan patients will be advised at the time of registration what their plan includes, what is excluded and what costs are involved. Charges for missed appointments or short notice cancellations also apply as stated below; these charges also apply to patients enrolled with Denplan.

Missed Appointments and Short Notice Cancellations

We reserve the right to charge for any missed appointments or short notice cancellations (less than 24 hours). This charge is fixed, regardless of the treatment or cost, at £30 per 15 minutes of appointment time.

No further appointments will be made or offered until this charge has been paid.

At our discretion, this charge may be waived if there are mitigating circumstances.

To help reduce the number of missed appointments we operate a courtesy SMS, email or telephone reminder system. However, it is still your responsibility to attend your appointment as arranged. Failure of the reminder system for any reason will not be viewed as a mitigating circumstance and a charge will be applied if the appointment is missed.

Cancellations can be made by email or telephone. The SMS text reminders is an automated **no reply** service. We will always reply to email cancellations. If you do not receive confirmation of your cancellation, you should contact us by telephone.

Deposits

We reserve the right to request a deposit if:

- There is a history of missed appointments or short notice cancellations
- Appointments are lengthy
- Treatment is complex
- Treatment involves laboratory work
- Appointment is for a new patient consultation

Deposits will not be returned if any appointment is missed or cancelled at short notice (less than 24 hours).

Payments

We ask that payment is made each visit for the treatment provided at that appointment.

We accept cash, credit or debit card. We can also accept credit or debit card payments over the telephone for payments up to £150.00. Any payments greater than this must be made by bank transfer. We will provide you with the banking details. We fully comply with PCI DSS and no card details are recorded or stored.

We will send a receipt/statement via email after each payment. If you would like a printed receipt/statement, please ask at reception.

If at any time you are having difficulty in paying your account please discuss this matter with us at the earliest convenience, we will do our best to help you.

Outstanding Accounts

If accounts are not settled on the completion of treatment, then a statement of account will be issued.

If you wish a third party to settle your account, please ask to sign a consent form. This enables us to discuss the matter with them if necessary.

We reserve the right to refuse any further appointments until the account is settled.

Reminder letters will be sent for 30, 60 and 90 day overdue accounts. You may also be reminded by telephone or email.

As a last resort, a third party may be instructed to collect any accounts outstanding for longer than 90 days. A collection and administration charge will be added to the outstanding account. You will be informed of this intention in writing.

If you wish to discuss any aspect of our charging policy please contact our Practice Manager, Amanda Lynam, on 0161 439 2048 or pm@arundeldentalpractice.co.uk

