



Bay House Dental Practice Care Plan – Terms and Information

About Your Bay House Dental Care Plan

The Bay House Dental Practice Care Plan offers a personalised approach to preventative dentistry, helping you maintain exceptional long-term oral health.

Monthly payments are collected by Bay House Dental Practice via Direct Debit.

Your contract is directly with Bay House Dental Practice and cannot be transferred to another dental practice or person.

Dental care will be provided at your registered dental practice at intervals recommended by your dentist and according to the level of dental plan you have joined.

What's Included

Your care plan covers routine dental treatment required to maintain your oral health, which may include:

- Dental examinations
- Hygiene treatment
- Emergencies
- X-rays
- Fillings
- Root canal treatment
- Gum treatment
- Crowns, bridges and dentures (laboratory fees excluded)
- Routine tooth extractions (excluding surgical wisdom tooth removal)
- Global Dental A&E Scheme

All treatment is provided at the clinical discretion of your dentist.

What's Not Included

The following treatments and services are not included within the dental care plan:

- Orthodontic treatment (braces)
- Dental implants
- Cosmetic dental treatment
- Specialist treatment or external referrals
- Surgical wisdom tooth removal
- Sedation
- Prescriptions
- Laboratory fees
- Treatment carried out at another dental practice (unless arranged by Bay House Dental Practice)

These treatments and services must be paid for separately.

Fees and Payments

- Monthly payments must be made by Direct Debit.
- Direct Debits are collected on the 1st of each month.
- If a payment fails, a second attempt will be made around the 20th of the same month.
- Membership of the plan normally begins once the first month's payment has been successfully collected, unless otherwise agreed by the practice.
- The practice may review plan fees once per year.
- If fees change, at least 10 days' notice will be given, though usually one month's notice is provided.
- If your oral health needs change, your plan level or fee may be adjusted with appropriate notice.

If two consecutive payments are missed, your plan will be cancelled.

Initial Term and Cancellation

- Your plan has an initial minimum term of 12 months from the date of joining.
- After the initial term, the plan continues on a rolling monthly basis.
- You may cancel your plan by providing at least one month's written notice by email or letter to Bay House Dental Practice.
- If the plan is cancelled during the initial term, the practice reserves the right to recover any discounts applied or outstanding fees.

You also have a 14-day cooling-off period when first joining the plan.

Your Responsibilities

To remain eligible for the benefits of the dental care plan, you must:

- Attend appointments at the recommended intervals
- Provide sufficient notice if you cannot attend
- Pay fees for missed appointments where applicable
- Follow your dentist's professional advice
- Maintain regular check-ups and preventative care

Failure to attend appointments may result in missed appointment charges and no refunds will be issued for unused appointments.

Missed or Unpaid Payments

If payments become overdue, the practice will attempt to contact you to recover any outstanding balances.

Failure to maintain payments may result in cancellation of your dental care plan.

Communication

Any communication relating to your dental plan, including changes to fees or terms, will normally be sent by email where possible, or by post if required.

Emergency & Accident Cover

Your care plan includes membership of the Global Dental A&E Scheme, the cost of which is covered by Bay House Dental Practice.

Further information about the scheme and its terms can be found at:
www.globaldentalscheme.co.uk

Complaints

If you have any concerns about the care or service you have received, please contact the practice so we can help resolve the issue.

For complaints, please follow the practice complaints procedure or contact us at:

Contact@bayhousedentalpractice.co.uk