



Bay House Dental Practice

Dental Membership Plan – Terms and Information

About Your Bay House Dental Membership Plan

The Bay House Dental Practice Membership Plan is designed to support preventative dental care while helping you manage the cost of routine dental visits.

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 membership you have joined.

What's Included

Your membership plan covers routine preventative dental care and provides additional benefits, including:

- Two dental examinations (check-ups) per year
- Two hygiene appointments per year
- Routine X-rays where clinically required
- 10% discount on eligible dental treatments

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 membership plan:

- Fillings
- Root canal treatment
- Additional hygiene treatment beyond the included appointments
- Gum treatment
- Crowns, bridges and dentures
- Routine tooth extractions
- Surgical wisdom tooth removal
- Orthodontic treatment (braces)
- Dental implants
- Cosmetic dental treatment
- Specialist treatment or referrals
- 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. Where applicable, the membership discount may apply.

Fees and Payments

- Monthly payments must be made by Direct Debit.
- The practice may review membership fees once per year.
- At least one month's notice will normally be provided for any changes to fees.
- If your oral health needs change, your membership level or monthly fee may be adjusted with appropriate notice.
- You may cancel your membership by providing 21 days' notice, with cancellation taking effect at the end of the month.
- A 14-day cooling-off period applies when you first join the plan.

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

Your Responsibilities

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

- Attend your scheduled appointments
- Provide adequate 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 meet these responsibilities may result in additional treatment charges or cancellation of the plan.

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