

TERMS AND CONDITIONS OF ENROLMENT

These Terms and Conditions of Enrolment should be read by the patient in conjunction with the Key Benefits and membership details on the [Denticare](#) Application form. Together they form the basis of your [Denticare](#) Cover and the contract between you and your Dentist.

1. DENTICARE COVER

- 1a. [Denticare](#) Dentist with whom the member is enrolled shall provide maintenance care for as long as you continue to pay the required subscriptions.
- 1b. Dental care shall consist of the dental treatment and services chosen by you covered by [Denticare](#) Key Benefits.
- 1c. Dental treatment and discounts are stated on the [Denticare](#) application form at the time of enrolment. [Denticare](#) 10% discount off necessary further treatment stated on the [Denticare](#) Application form cannot be used alongside any other discount offered by GUINEA COURT DENTAL SURGERY. Prescriptions will be provided as deemed necessary by the Dentist but not dispensed.

1d. Definitions

Examinations - any routine examination carried out by the Dentist.

Scaling and Polishing - clinically necessary dental hygiene appointment for the establishment or maintenance of oral health including scaling, polishing and the provision of oral hygiene instruction carried out by a Dentist or a registered dental Hygienist working to the prescription of the [Denticare](#) Dentist.

Dental x-rays - intra oral - a clinically necessary, small radiograph taken of the teeth under the direction of the Dentist.

Intervening Consultations - consultations sought by patient between routine examinations due to pain or trauma.

1e. Exclusions

Excluded from discount:

Orthodontics and Cosmetic treatment.

Extractions deemed complex by the treating Dentist will be referred to a specialist where fees may be charged.

Dental Implants and associated restorations.

Any fees recoverable or otherwise covered by an insurance policy.

Any treatment relating to damage or injury caused whilst participating in any contact sport when the appropriate mouth protection was not being worn.

If GUINEA COURT DENTAL SURGERY do not receive the full relevant monthly fee.

2. SUBSCRIPTIONS

- 2a. The required subscriptions consist of an Initial Registration Fee and a monthly subscription fee payable in advance by Direct Debit as specified in the Application Form. All such fees will be paid by you to H&M Rook T/A GCDS.
- 2b. The required subscriptions cover the cost of the dental care provided by [Denticare](#) Dentist subject to the exceptions and limitations specified in these Terms and Conditions of Enrolment, including the Key Benefits of the [Denticare](#) Scheme.

3. COMMENCEMENT AND TERMINATION

- 3a. Enrolment as a member of [Denticare](#) shall commence on the Commencement date specified on the Application Form and may be terminated (i) by the member at the end of any calendar month provided that at least fourteen days prior written notice is given to the Dentist to cease membership of [Denticare](#), (ii) by the [Denticare](#) Dentist at the end of any calendar month provided that at least three months prior written notice is given.

The commencement date must be within one calendar month of completion of a full course of treatment, i.e. the patient is 'dentally fit'.

4. MEMBERS' DUTIES

- 4a. Should a member cancel a dental appointment at short notice (less than one working day) or fail to attend any appointments made with the [Denticare](#) Dentist, the Dentist may charge a reasonable fee to cover lost surgery time.
- 4b. The patient should endeavor to follow the advice given re oral hygiene, diet and other preventive measures.

5. GENERAL

- 5a. The required subscriptions and these Terms and Conditions of Enrolment may change at any time by your [Denticare](#) Dentist, but any changes shall only apply to you with effect from the payment date following the variation and provided that the Dentist gives the payee at least one month's prior notice in writing of any such changes.
- 5b. All treatment to be provided by the [Denticare](#) Dentist shall be provided by prior arrangement. The [Denticare](#) Dentist shall

not be liable for any failure to provide treatment or other services for any reason which is beyond his/her reasonable control. However, in such circumstances and subject to the member's agreement the [Denticare](#) Dentist shall endeavor to make arrangements for treatment to be provided under the terms of this Agreement by another Dentist on his/her behalf.

- 5c. This Agreement is between the member and the [Denticare](#) Dentist and is not transferable unless the member transfers to another [Denticare](#) Dentist within the same practice and the member and the [Denticare](#) Dentist agree to this transfer.
- 5d. The member must inform GUINEA COURT DENTAL SURGERY of any change of name, address and telephone number.
- 5e. Any notice to be given in connection with this Agreement must be in writing and sent to the following address GUINEA COURT DENTAL SURGERY, 21/22 GUINEA COURT, CHINEHAM, BASINGSTOKE, HANTS, RG24 8XJ. This address may change but we will write to the member to inform you of any change. This notice shall be sent to the last known address and shall be deemed to have been given three days after posting.

6. **CANCELLATION**

Provided that a member has not received any treatment under the [Denticare](#) Scheme, the member will have the right to cancel membership for any reason up to one month following the Commencement date, by writing to GUINEA COURT DENTAL SURGERY. Any monies paid shall be refunded.

7. **MAKING A COMPLAINT**

It is GUINEA COURT DENTAL SURGERY's intention to provide a quality service to [Denticare](#) members at all times. However, occasionally problems can occur.

- 7a. If you are in any way dissatisfied with the service provided by your [Denticare](#) Dentist please contact your [Denticare](#) Dentist or a member of the practice who will follow a set procedure for dealing with complaints.
- 7b. If you have any further cause for dissatisfaction, please write to THE PRACTICE MANAGER, GUINEA COURT DENTAL SURGERY, 21/22 GUINEA COURT, CHINEHAM, BASINGSTOKE, HANTS, RG24 8XJ.