

# Linthorpe House Dentistry & Aesthetics

## Terms & Conditions

### General

- ❖ If you cancel your membership plan or fail to make payment resulting in us cancelling your plan, any discount received within the 12 months prior to cancellation will be due back to practice.
- ❖ All discounts offered are at the discretion of the Practice.
- ❖ Discounts may have been rounded up/down; it may not be exactly 20%.
- ❖ We will not tolerate abuse of any kind, this includes the serious or persistent use of verbal abuse, aggressive tone and /or bad language. Anyone found to have abused any member of our team will no longer be welcome to attend the practice, their membership will be cancelled, any payments made to plan will not be refunded and any credit on account will only be refunded if all balances are up to date. Where we feel it is appropriate, we may involve the police.

### Appointments

- ❖ Please attend appointments on time and let us know when an appointment cannot be attended, time will have been allocated for you, when not enough notice is given, this time is often wasted.
- ❖ We charge for missed appointments, please do not be offended if you are charged for a late cancellation or a no show.
- ❖ We charge £80 (at time of booking) for examinations for pay as you go patients, this is charged at the time of booking and is nonrefundable should the appointment not be attended, or not enough notice is given.
- ❖ We charge £182 (at time of booking) for our access/emergency appointments, these are usually nonrefundable, due to the length of time allocated, and the more urgent nature of these appointments they are normally booked for the following couple of days, therefore if cancelling it leaves too little notice to fill that time. Only where adequate notice is given will another slot (where available) be offered, or refund given.
- ❖ We take deposits of £50 for most treatment appointments, excluding Invisalign and implants.
- ❖ In most cases we require at least 24 hours' notice to cancel or rearrange an appointment.

### Treatment guarantees

- ❖ As the mouth can be a harsh environment, dental treatments (such as fillings or crowns) can't be guaranteed. They may fail for a variety of reasons including accidents, neglect, misuse, gum disease.
- ❖ We will not offer free of charge replacements where the patient opted to have something other than the recommended treatment.

- ❖ In many cases, if treatments fail within 1 year, your dentist will offer to replace/retreat free of charge. This will be at the discretion of the treating dentist, you should have followed all after care instructions and any preventative advice given, and the following criteria must be met -
- ❖ All previous balances must be clear.
- ❖ You must have attended the practice for any recommended exams/treatment.
- ❖ If you have been advised to wear a split to protect your teeth (due to grinding/Clenching/sport) then this must have been worn. We will in some cases ask patients to bring along their mouthguard to check for proper fitting and signs of wear, and if necessary, advise having a new one.
- ❖ Root fillings will not be guaranteed as this treatment is more unpredictable and carries a higher risk of failing.
- ❖ Teeth whitening treatments will not be guaranteed.
- ❖ If you have a problem after treatment, we encourage you to get in touch and we will be happy to try and help.

### **Whitening information/results**

- ❖ Whitening treatments are not guaranteed.
- ❖ Whitening can be a very quick and easy procedure to gain whiter, brighter teeth. In most cases it works very well, and patients are very happy with the results. However very rarely the result may not be what the patient expected.
- ❖ During consultation patients are advised that any restorations (crowns, veneers, fillings) will not change colour, usually a patient decides to make changes to these after completing the whitening process. Normal charges will apply.
- ❖ Take home results are easier to control, you apply the whitening gels yourself, allowing you to stop treatment when the result wanted is achieved, left over gels can be used for future top ups, or if you feel you need a slightly longer course, top up gels can be bought separately at the practice.
- ❖ Patients often decide to start the process with the in-surgery whitening, as it gives a more instant result, however results may vary, and this procedure must be followed by the take home kit to lock in and further lighten the teeth.

### **Root canal treatment/endodontic treatment**

- ❖ Root canal treatment/endodontic treatment is not guaranteed.
- ❖ Root canal treatment is usually successful at saving the tooth and clearing the infection, in about 90% of cases the tooth can last many years, however about 10% of cases fail and may need retreatment or extraction.
- ❖ Having a crown fitted to the tooth after root treatment can help with the overall longevity of the tooth.
- ❖ If your dentist tells you root canal treatment is an option (which it sometimes isn't) then there is a small risk of it failing.

- ❖ There are many reasons why a root filling could fail including, biting/grinding factors, how much of the tooth remains, how long there was infection present before treatment.

#### **Invisalign payment schedule**

- ❖ Due to high practice costs involved with Invisalign treatment, payments are required in the form of 50% at your Clincheck appointment, then the remaining balance due when you arrive for your initial fit appointment.

#### **Implant payment schedule**

- ❖ Due to high practice costs involved with implant treatments, payments are required in the form of £500 when booking to have your implant placed and the remaining balance due when you arrive at your implant placement appointment.

**This list is not exhaustive, please speak to a member of the team  
if you have any questions or concerns.**