

Cancelling your membership

When you join one of our plans, your membership is open ended and your monthly direct debit will continue indefinitely. Of course, we hope that you will enjoy a long and happy association with us but we do understand that things change and you may need to end your membership. If you do need to cancel your plan, please bear the following points in mind:

- When joining, you committed to remain a member for at least one year; if you leave before you have made 12 payments, you will need to repay any discounts given to you as a result of your membership.
- Your members' discount and free checkups for your children will cease immediately on cancellation.
- No refund of any payments you have made will be given. However, you will be able to use any credits on your account to offset the cost of treatment until they expire (which, for each payment in, will be one year after receipt).

Any questions about your plan and amendment or cancellation requests should be emailed to info@allclear dental.co.uk.

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AllClear 
Dental Centre



Your dental
plan



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Welcome to our membership scheme

Thank you for joining our membership scheme, a great way of maintaining your oral health while saving money in the process!

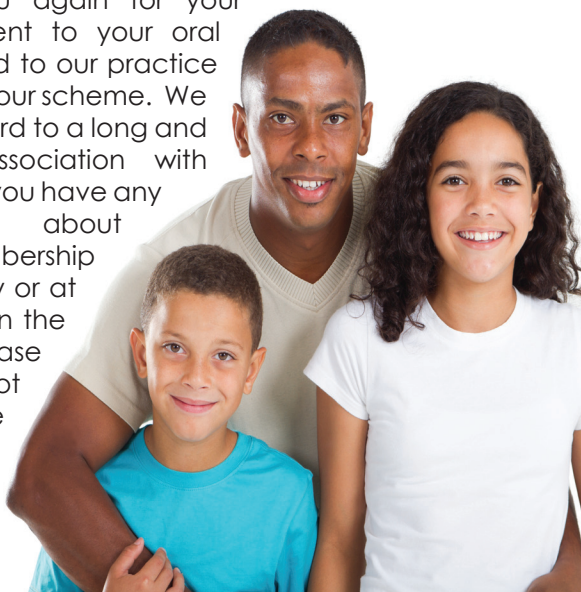
We have designed our plans to be easy to understand but, as with any scheme of this type, there are terms and conditions that define how the scheme operates. You will have accepted the terms as part of the joining process and we have produced this leaflet to help you understand what you need to do, what we will give you in return and the important points that you need to bear in mind.

Please note that this leaflet does not replace the full terms and conditions of the scheme and you can read these at any time via our website:

www.allclear dental.co.uk/planterms

From time to time, we do amend our terms & conditions and you will be advised of any changes either by post or by email to the address we hold on file for you. Therefore, please keep us updated with any changes to your personal details - you'll find all of our contact details on the back of this leaflet.

Thank you again for your commitment to your oral health and to our practice by joining our scheme. We look forward to a long and happy association with you but if you have any questions about your membership either now or at any time in the future, please do not hesitate to get in touch.



Your benefits

- Two examinations per year. Your first examination will be six months after you join and then every six months thereafter.
- Inclusive hygienist sessions. The frequency and timing of your first inclusive session will depend on the plan you have joined – after three months then every three months for hygiene plans, four months for extended plans and six months for standard plans.
- A members' discount of at least 15% on almost all treatments we offer.
- Two free examinations per year and the members' discount on treatment for any children or step children living at your address aged 18 and under.

What we ask you to do

- Remain a member for at least one year. Membership is open ended but if you cancel within twelve months of joining (i.e. before you have made twelve monthly payments), you will be asked to repay all discounts given to you.
- Maintain regular visits. It is your sole responsibility to ensure that you book appointments for your inclusive sessions when they are due and you should book your next appointment each time you leave the practice.
- Ensure that there are sufficient funds on your bank account to cover the monthly direct debit when it is presented by Privilege Plan. In the event that your direct debit is unpaid by your bank, your membership will be suspended until the payment is received.
- Advise us and Privilege Plan if you change your postal address, email address or phone number to ensure that you continue to receive reminders and notification of changes to your plan.

How the scheme works

- Your monthly payment will be collected by Privilege Plan Ltd on our behalf on or around 10th of the month.
- When we receive your payment, we credit an equivalent amount to your account at the practice.
- When you attend for your inclusive checkups and hygienist sessions, we take payment (at a reduced rate) out of the credits on your account. You do not need to pay 'over the counter' for these as long as you have made the required number of payments.
- If there is insufficient credit on your account, either because you have missed a payment or because you are attending before your session is due under the terms of your particular plan, then we will ask you to pay any shortfall when you attend.
- The monthly payment is a subscription fee to enable you to access the benefits of the scheme - it is not a refundable prepayment. Crediting an equivalent amount to your account makes it easier for us to administer the scheme and also enables you still to benefit if your inclusive sessions are delayed beyond their due date.
- Unused credits are not refundable and will expire & be removed from your account one year after they are received by us. For this reason, you must maintain regular bookings to ensure that you receive the full benefit of your membership.
- Any unexpired credits over and above those needed to cover your next inclusive sessions may be used to subsidise the cost of any other treatment you may need up to 50% of the total cost (or 100% for additional hygienist sessions or emergency appointments). Unused credits expire twelve months after receipt.

