



Dr Ritesh Mody
Terms and Conditions for R D Dental's Practice Plan

Introduction

The following make up the terms and conditions of your registration under our dental payment plan at R D Dental. It is recommended that you read them carefully and keep them in a safe place so that you can refer to them in the future, should you need to.

Please remember, the agreement is with R D Dental and cannot be transferred to another practice. This agreement is not transferable between the patient and other patients and only covers the services available with the Dentist and his/her nominated deputy in his/her absence. In the event of the sale of the practice to a new practice owner then this agreement can be transferred to the new practice owner.

The direct debit you have in place to cover the cost of your payment plan constitutes your agreement to the terms outlined herein. Our dental plan payments are operated by Go Cardless and are backed up with a direct debit guarantee.

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or interval of your Direct Debit GoCardless will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request GoCardless to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by GoCardless or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society - If you receive a refund you are not entitled to, you must pay it back when GoCardless asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Monthly Fee and Direct Debit Collection:

Your monthly plan fee will be collected by Direct Debit on/around the 5th of each month.

Plan Fee Amendments:

Your plan fee is subject to change at any time. R D Dental will review plan fees once per year and should your plan fee change, you will be given advance notice by either post or e-mail.

Plan Cancellation:

Plan membership may be terminated by either party by giving one month's written notice by post or e-mail.

In the event of you cancelling your plan during a course of treatment, your dentist reserves the right to remove any discounts applied.

In the unlikely event of you cancelling your plan up to three months following completion of dental treatment your dentist reserves the right to recover any discounts you qualified for as a member.



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Change of Details

It is your responsibility to let us know of any changes to your details, i.e. Address, name, e-mail address, telephone number, bank account.

Non-Payment:

If we are unable to collect your regular plan fee for any reason, we will contact you to collect any outstanding fees which can be collected by direct debit. If 3 unsuccessful attempts have been made to collect your direct debit, then RD Dental reserves the right to cancel your membership and all its benefits.

Appointments

You are responsible for making and attending appointments provided within the plan. Benefits that have not been used may not be carried forward from one year to the next and refunds will not be given.

Failure to attend appointments:

You are responsible for keeping appointments made with the Dentist and you must pay any 'missed appointment' fee should you fail to do so. Patients must give at least 24 hours' notice to the dental practice for any Dentist appointments to be postponed or cancelled. If less, than 24 hour's notice is given, or should you fail to attend, you will incur a fee which is dependent on the length of the appointment (£2 per minute).

Complaints:

Please refer to the practice's complaint procedure should you be unhappy with the care you receive.

Benefits

Benefits not used in any given period may not be carried forward. The Patient agrees to pay fees to R D Dental for additional dental treatment that is not included in their plan.

For general queries about this agreement please contact R D Dental.