

Terms and Conditions of Our Complete Care Plan and what is covered

Please note we are no longer offering Complete Dental Care Plans to patients

Please see our three Essentials Maintenance Plans for your oral needs.

Routine preventative and restorative dental care from the Byways Dental Team, which includes

- ✓ Check-ups
- ✓ Oral healthcare advice
- ✓ Preventative therapy and counselling
- ✓ Scaling, polishing and other hygiene treatment (excluding airflow for stain removal)
- ✓ Small Radiographs (x-rays)
- ✓ Restorations (fillings)
- ✓ Any necessary simple extractions (excluding wisdom teeth)

Major restorative care from the Byways Dental Team including

- ✓ Periodontal (gum) treatment (only for band D,E categories if suitable)
- ✓ Crown, bridges, dentures, inlays (excluding laboratory & materials fees)
- ✓ Root canal treatment (simple) (excluding material costs)
- ✓ The option to purchase Worldwide Accident & Emergency Insurance

Complete Care does NOT cover

- ✗ Laboratory fees and prescriptions – your contract does not cover pharmaceutical items, prescription fees or laboratory fees reasonable charged by us, and these must be paid directly to Byways Dental Practice.
- ✗ OPG radiographs or CBCT scans
- ✗ Referral to a specialist or any specialist treatment carried out at Byways Dental Practice
- ✗ Treatment carried out by someone other than the team at Byways Dental Practice
- ✗ Complex root canal treatment (including any molars, teeth with 2 canals or more, retreatments)
- ✗ Complex or surgical extractions and any wisdom teeth
- ✗ ANY cosmetic treatment (veneers or whitening or smile makeovers)
- ✗ Orthodontics, implants or facial aesthetics
- ✗ Sedation services
- ✗ The provision, repair or replacement of dental implants and related superstructures
- ✗ Any treatment that is not clinically necessary in the reasonable opinion of our team

Your responsibilities

You are responsible for keeping appointments made with us and you must pay any missed appointment fee should you not give us 48 hours' notice.

You must ensure that you also attend the practice for regular examinations, receive the treatment we advise and you must promptly inform us of any injury, problem or other material matter affecting your oral health. If you fail to ensure any of this, you will be liable to pay any fee reasonably charged for treatment necessary to restore your oral health which could otherwise be avoided.

If, in our reasonable opinion, we are not able to maintain your oral health due to any act or omission on your part, we may end the contract immediately by giving notice to that effect.

Ending the contract

You may end the contract by giving not less than 21 days' notice to us and to Smilecare, expiring on the last day of the calendar month.

We may end your contract by giving you two months written notice expiring on the last day of a calendar month. If you are intending to leave the care of Byways Dental Practice, you should attend a final leaving appointment where we can arrange to provide any outstanding treatment, check your oral health and provide you with a record of this which you should take to your new dental practice.

Non-payment of fees

If you fail to make a monthly payment, Smilecare will inform you accordingly and attempt to take two payments in the following month.

If you fail to make two successive payments, Smilecare will inform you that your contract has been cancelled, effective from the date of the first failed payment. This will also cancel your Worldwide Accident & Emergency cover if you have chosen this product.

Direct Debit cancellation

If you cancel your Direct Debit then no further attempt will be made to collect payment.

Missed payments

Please be aware, if you have any treatment during a period of missed payment you will be liable for all sums outstanding to us.

Variation of these conditions

If it is necessary to vary the conditions in your Contract, for instance to take account of changes in the law, we will do this by giving you 30 days written notice. If you do not wish the contract to continue, you have the right to cancel. If you do not do this by the time the notice of variation expires, you will be deemed to have accepted the variation.

Refunds

If Smilecare agree to refund your monthly fee for any reason, your membership for those months will be treated as unpaid and the conditions relating to non-payment will fully apply to you. If payment has already been forwarded to us, Smilecare reserve the right to reclaim the corresponding payments from us. You will then be liable for all sums outstanding to us and Smilecare.

Contract not transferable

This contract is with us and you may not transfer it to another dental practice. If you need to change dental practice then a new contract will be required. You are not entitled to assign or sub-contract any rights or obligations you may have under the contract to any other person.

Treatment outside of the contract

Nothing in the contract prevents you and us agreeing that we will provide treatment outside of your entitlement under the contract. You will be responsible for paying for such treatment.

Liabilities

Smilecare Limited administers our Care Plan and collects monthly fees on our behalf. The contract is not with Smilecare and Smilecare has no liability to you (whether in respect of tort (including, without limitation, negligence) breach of contract, defective or unsatisfactory treatment or otherwise) in connection with any contract it administers on our behalf. This does not affect any right or remedy you may have against us.