

Terms & Conditions of Treatment

As a dental practice, we aim to offer excellent availability for patient appointments to fit with the many and varied schedules of our patients and allow uninterrupted access to dental care.

Our responsibilities

- To listen to your dental problem and provide you with an explanation of treatment and solution to your problem that you can understand.
- To respect your dignity and the choices you make.
- To protect the confidentiality of any information you provide.
- To cooperate with other members of the dental team and other health care colleagues so as to act in your best interest.
- To follow the latest cross-infection guidelines ensuring your safety is of prime concern.
- To keep up to date with the latest technologies and treatments available.
- To do all we can to keep appointment times as we understand your time is precious.

Your responsibilities

- To respect our appointment times and let us know as soon as possible if you cannot make an appointment in order that it may be given to someone else.
- To pay for treatment.
- To follow any advice we may give you during and after treatment.
- To respect our dental team as we respect you as a patient.
- To update your contact details with us whenever they change.

When appointments are scheduled, we send an appointment confirmation email and provide emailed appointment reminders closer to the appointment. Please note, email confirmations and reminders are sent out of courtesy, not necessity. It is your responsibility to arrive on time for an appointment. Failure of the email messaging system is not sufficient reason for failing to attend, or arriving too late for treatment.

Failing to attend appointments prevents other patients who may be waiting for emergency treatment from accessing dental care. We request that any appointments that are to be cancelled or which you are unable to attend should be cancelled during practice opening hours at least 24 hours prior to the start time of the scheduled appointment.

If you are unable to attend your appointment because of illness you should inform the practice as soon as possible when you become aware that you will not be able to attend.

Adequate notice of cancellation offers a courtesy not only to the treating clinicians but also to other patients who may be able to utilize the available time to access dental treatment.

As with all medical facilities, we aim to see our patients on time, but due to the nature of healthcare this is not always possible. However, if you arrive late for your appointment so that treatment cannot be carried out, this will be regarded as failing to attend.

This policy does not affect your ability to seek dental care at another practice.

Paying for Treatment

As an NHS patient, you are asked to pay for treatment before going into surgery and/or before work is sent for manufacture at a laboratory. You will be asked to pay for part or all of your private treatment upon booking an appointment. The amounts paid at each stage depend on the treatment type. Any added treatment cost within an appointment above the amount paid must be paid following that appointment, prior to you leaving the practice. Further treatment will be



halted, and future appointments will not be offered to you until outstanding balances are settled. Outstanding balances may be passed on for debt collection.

Once treatment has commenced, you are liable for the full cost of treatment should you decide to discontinue treatment.

Once work has been sent to the laboratory for manufacture, this cannot be halted. As a result, for treatment requiring the manufacture of laboratory work, the full treatment amount is payable if you decide to discontinue treatment after your laboratory work has been sent for manufacture. For treatment which does not require laboratory work, but where the treatment has commenced, the full value will be charged.

Refunds cannot be given for treatment where a custom-manufactured appliance has been provided. Any other refunds are at the discretion of Hampton Dental Care.

Failing to Attend & Late Cancellation - NHS Treatment

Under NHS regulation dental practices cannot charge a fee for missed appointments for NHS treatment. However, to prevent the waste of valuable clinical time and given the substantial demand for NHS dental appointments, NHS regulations state that a patient may be declined future appointments and have their treatment discontinued if they fail to attend a scheduled appointment. This is the policy at Hampton Dental Care. The same applies if a patient fails to give at least 24 hours' notice or contact the practice during normal opening hours in the event of a cancellation.

If you miss an NHS appointment, or fail to give at least 24 hours' notice in the event of a cancellation, you will be offered a private examination at the practice.

Please note, to cancel or rearrange an appointment you must speak to a member of staff either in person or via telephone.

If you arrive late for your appointment, this may be considered a failure to attend.

Failing to Attend – Private Treatment

If you fail to attend an appointment for private treatment, you will be charged at £2 per minute of the scheduled appointment. For example, a missed 30-minute appointment will be charged at £60. The practice will not offer you any further appointments, private or NHS, until the missed appointment fee is settled.

If you arrive late for your appointment, this may be considered a failure to attend.

Late Cancellation – Private Treatment

If you cancel your appointment within 24 hours of the scheduled start time, the practice reserves the right to apply the same charge as failing to attend (see above). The fees detailed here apply to both adult and child appointments. For the avoidance of doubt, an appointment scheduled to start at 9am on a Monday, must be cancelled before 9am on the Friday before.

If you fail to attend a scheduled appointment for private treatment or fail to give at least 24 hours' notice in the event of a cancellation, you may be declined future appointments and have your treatment discontinued.

Please note, to cancel or rearrange an appointment you must speak to a member of staff either in person or via telephone.

If you rearrange an appointment at least 24 hours before the scheduled start time, no charge will apply.

Violent or Abusive Behaviour

Any violent or abusive behaviour will result in treatment being immediately discontinued and you being declined future appointments at the practice. We define violent or abusive behaviour as:

- Actual or threatened physical assaults on staff.
- Psychological abuse of staff.
- Verbal abuse which includes shouting, swearing and gestures.
- Threats against practice personnel which occur in the workplace.
- Threats which may compromise the provision of professional services.

Regular Attendance & Appointment Booking

If you allow more than two years to lapse between your routine check-ups you will be regarded as a new patient. From time to time the practice may be unable to provide check-ups for new patients due to capacity constraints. Please check the website or call the practice for more information.

Previously, at the practice, you would have booked your next recall check-up months in advance. Unfortunately, this system increased the number of patients failing to attend these appointments. As a result, we have changed our check-up recall system.

On completion of your check-up/treatment you will be advised by the dentist when your next check-up appointment is due. It is your responsibility to contact the practice to make your check-up appointment when it is due. You will not receive a reminder from the practice.

If you forget what your recall check-up interval is, please contact the practice and we will be able to tell you.

Online Booking

We have a range of private appointments available to book via our website. At a private examination any prescribed treatment will be on a private basis, and subject to private treatment fees. Please visit the website for our private fee list.

To rearrange or cancel an appointment which has been booked online, please call the practice at least 24 hours prior to your appointment's scheduled start time and speak to a member of the team.

0% Finance

Finance is only available for private treatment over the value of £250, and only with agreement of the treatment dentist. Finance can only be applied for once a treatment plan and treatment quote have been confirmed. Finance applications are processed and administered by Tabeo Ltd. Tabeo charges apply for refunds processed. Any refunds must be agreed to by Hampton Dental Care. Please see Tabeo Terms and Conditions for further details.

Treatments which cannot be covered by 0% finance include adult check-ups, adult check-ups including cosmetic consultation appointments, and emergency appointments. Hampton Dental Care and the treating dentist reserve the right to reject a request for finance.

Emergency Treatment

If you need emergency treatment, call the practice during practice opening hours and we'll book an emergency assessment appointment as soon as possible. Any treatment costs are determined



once assessed. Please see our website for a comprehensive treatment price list, and view the Emergency Treatment page for dental emergency guidance and advice.

Emergency Treatment – Denplan Patients

For Hampton Dental Care registered Denplan patients who require emergency treatment, please contact the practice during opening hours.

If you have included the Denplan Supplementary Insurance in your membership plan, and you require emergency dental care out-of-hours, or if you are more than 40 miles away from Hampton Dental Care at any time, please contact the 24-hour Denplan helpline who will find a suitable dental practice for your treatment.

Treatment Guarantees

At Hampton Dental Care we endeavour to provide the highest standards of dental care for all of our patients. As part of this commitment, we offer a guarantee on all treatment we deliver to patients on the understanding that patients will have consented to the risks involved in any care they receive.

Our guarantee is against defects of workmanship or materials for a period of one year from the date of provision. This provides for free replacement within the guarantee period. In this guarantee, one year means the 12-month period beginning on the date on which the restoration, or dental appliance was provided and ceasing 12 months after that date.

The following exclusions to this warranty will apply:

- Where a specific treatment was recommended by the dentist, but the patient chose a different option.
- Where the dentist advised that a significant risk of failure existed, but the patient elected to have treatment undertaken while knowing the risk.
- Where root canal therapy is required to settle continuing or postoperative symptoms.
- Re-cementation of crowns, inlays, veneers, bridgework or other dental appliance where the item had not been initially provided by Hampton Dental Care.
- Treatment provided as 'temporary or holding' restorations which are of a 'semipermanent' nature.
- Where a restoration replacement is requested using a different material from the original restoration.
- Where the shade or colour of a restoration is incorrect or the shape of the original restoration is unsuitable when that colour and shape had been previously agreed between the dentist and the patient at the time of original treatment provision.
- Dentures where poor retention is an inherent factor of a small supporting ridge of bone or muscle intolerance, or where denture care has been neglected, teeth have discoloured, evidence of normal wear or abuse, loss of bone or gum tissue with weight loss or ageing or loss of the denture.
- Where the patient insists on a different clinician from the one originally providing the treatment.
- Repairs, relines and adjustments of dentures, or other alteration where the dental appliance was not provided by Hampton Dental Care.
- Re-repairs of dentures provided by Hampton Dental Care.
- Dentures provided as an "immediate" or "post-immediate" following extraction of teeth.
- Where repair or replacement is required as a result of trauma.
- Any items of treatment provided as urgent or emergency care.
- If there are outstanding fees payable to Hampton Dental Care.
- If the patient has failed an appointment since the date of placement of the restoration, provision of dental appliance, or item of treatment.



- The provision and restoration of dental implants.
- Bite guards, orthodontic retainers, and teeth whitening trays.
- Root canal treatment, which is unpredictable and of widely varying complexity and root canal anatomy.
- All-ceramic (porcelain) restorations will only be under guarantee for one repair, any further repairs will be subject to the normal fees incurred by patients.
- Where failure of a restoration is due to dental decay or periodontal disease.
- Where a patient has failed to attend for regular examination, or failed to complete a course of treatment as advised by the dentist.
- Where a filling is lost or fails due to loss of adjacent tooth tissue.
- Hampton Dental Care does not provide a guarantee for work carried out at another dental practice, including any work carried out on a tooth or restoration previously treated by Hampton Dental Care where the patient has been treated at another dental practice in the interim.
- Where oral hygiene is neglected.
- In the case of restorations, dental appliances or treatment being affected by systemic disease, including but not limited to diabetes, or due to smoking, alcohol abuse or drug use.
- Any allergic reaction to treatment materials where the allergy was not highlighted by the patient, or where treatment has been affected by medication which was not highlighted by the patient.