



NEW STREET DENTAL CARE

Terms and Conditions

Failed Appointments and Short Notice Cancellations

We do not charge for altering an appointment if we receive 24 hours' notice, or 48 hours' notice in the case of an appointment one hour or over. This allows us to offer the appointment to another patient. Where less notice is given, or the appointment is missed, there is a standard charge for adults, of £10 for an examination appointment and £30 for treatment appointments. Missed treatment appointments for children are charged at £15.

Children's and Young Adults Appointments

Examinations for under 12's are free of charge if one or more parent/guardian is registered and has been seen by our dentist within the last 6 months.

Student discount of 10% is available if a valid NUS card is produced at the time of the appointment.

Tooth Whitening Consultation Fee

The £39 fee for a Tooth Whitening Consultation will be deducted from the cost of the whitening treatment if the treatment is carried out within 3 months from the consultation date.

Cold Sores

If you have or are developing a cold sore we would ask you to postpone your appointment by giving us a minimum of 1 days' notice.

A charge will be payable if:

- You attend the practice with a cold sore or a developing cold sore, as we will have to cancel your appointment due to the high infectivity of the herpes virus.
- You cancel an appointment without 24hrs notice.

We understand that contracting a cold sore is unavoidable, therefore we will only charge half the appointment cancellation fee in these circumstances.

Emergency Appointments

Same day emergency appointments are available everyday at no extra cost, you will only pay for the treatment you receive. If you require out of hours' emergency treatment, there is a call out charge of £90 in addition to the cost of any treatment you receive.

Unsettled Payments

Patients leaving the practice without settling their treatment bill will automatically be sent an account for fees owed which should be settled on receipt.

Patients who do not pay their account after the first notification will be liable to a charge of £25 to cover administrative costs.

Patients refusing to pay an overdue account will be liable to legal action and removed permanently from the practice list. Patients who are seen to require regular accounts to settle their treatment fees will be asked for payments before any future appointments can be made.

The practice reserves the right to refuse treatment on any patient owing monies.

The practice reserves the right for their point of sales staff to ask for payments and deposits before any prior appointments can be made.

New Street Dental Care

New Street House, 130 New Street, Andover Hampshire SP10 1DR

t. 01264 301 301 e. info@newstreetdentalcare.co.uk w. newstreetdentalcare.co.uk

Julian Chen B.D.S (Lond.) Chloe Chen Bsc