

# Whitehall Membership Plan

## Welcome to Whitehall Membership Plan

We are delighted you have decided to join our dental plan so that we can work with you to brighten your smile and improve the health of your teeth for years to come.

Whitehall Membership Plan is an easy way of keeping up the great habit of regular dental health reviews with your dentist, so you will always get expert advice about keeping your teeth in great condition and help avoid any unexpected surprises. Your plan will also include dental x-rays, hygiene treatment, access to affordable therapy based simple fillings and a 10% discount off all other treatment available at Whitehall Dental Practice. We also will have special Member Only offers, on things like tooth whitening, throughout the year.

You'll find more details about the benefits, exclusions, terms and conditions of your plan inside this booklet. It's worth keeping this booklet for easy reference in the future.

Our approach is based on prevention, to get the care and treatment you need and feel even better about your dental health.



It's easy to get started - Your dental payment plan is quick to set up and helps to budget for your private dental care. Simply complete the application form inside this booklet with a member of our practice team.

# Whitehall Membership Plan

## Whitehall Membership : Key Highlights

- **Two** Dental Health Review visits per year
- **Two** Dental Hygiene visits per year
- **Dental x-rays** as required
- **Access to Dental Therapist** for simple fillings at an affordable fixed fee of £65
- **Discount of 10%** on any treatment available with the Dentists at Whitehall Dental Practice (cannot be used in conjunction with special offers or finance agreements.)
- **Exclusive Member Benefits** - there will be exclusive member only special offers, on things like tooth whitening, throughout the year.

## Whitehall Membership currently costs £14 per month

With Whitehall Membership, you don't need to wait and worry about dental problems happening suddenly, although if they do, we are always there to help. You can get peace of mind today.

With an emphasis on preventive care including advice, regular appointments, check-ups and hygiene treatments, your plan helps you and us to spot and avoid dental problems, while spreading the cost of preventive care.



# Whitehall Membership Plan

## The Whitehall Membership Contract is between you and your dentist

The following points make up the 'conditions' of the contract with your dentist. These are very important and we strongly advise 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.

### 1. Definition of terms used

Unless the context otherwise requires, 'contract' means the Whitehall Membership Contract and the terms which you have signed; 'dentist' means your treating dentist.

### 2. Treatment to which you are entitled

The contract entitles you to receive routine preventive dental care required to maintain your oral health, as determined by your dentist. This includes the visits and treatments outlined in this document entitled 'Whitehall Membership Plan'. Your dentist may review your requirements at any time.



### 3. Treatment to which you are not entitled

The contract does not entitle you to:

- Restorative treatment
  - Orthodontic appliance therapy ('braces')
  - The provision, repair or replacement of dental implants and related superstructures
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- Any treatment needed as a result of a dental injury (an injury to the teeth or supporting structures (including damage to dentures whilst being worn) which is directly caused suddenly and unexpectedly by means of a direct external impact).
  - Sedation fees
  - Any treatment not specified by your dentist in your contract
  - Referral to a specialist or specialist treatment which is necessary in the reasonable opinion of your dentist

# Whitehall Membership Plan

## 4. Discounts and Offers

We will offer a 10% discount on all treatment options except implant-related items or orthodontic/cosmetic tooth alignments. We will also offer member and time limited offers on items or dental services chosen by the practice periodically throughout the year.

## 5. Prescriptions and laboratory charges

The contract fee does not cover pharmaceutical items, prescription fees or laboratory fees reasonably charged by your dentist.

## 6. Dental emergency arrangements

Your dentist is obliged to provide reasonable access to out-of-hours emergency dental treatment, either directly, or through participation in an emergency dental cover arrangement.

## 7. Alteration of monthly fee

Your dentist will normally review your monthly fee annually and your fees may change in January in any year and at other times in exceptional circumstances.

Should the fees change (for example, due to inflation, or increased material or practice running costs) you will be given at least one month's written notice (correspondence sent to the payer's email address if provided or last known address by ordinary post will be treated as adequate notice).

Should your oral health change, your dentist may change your level of plan, treatment included and associated fees by providing one month's written notice, or earlier with your consent. If you are not happy with any change in monthly fees, you have the right to terminate the agreement giving us not less than 21 days' notice, expiring on the last day of a calendar month, as detailed in condition 11.



# Whitehall Membership Plan

## 8. Treatment by another dentist

The contract is with your dentist as specified in the document entitled 'Whitehall Membership Plan'

If your dentist arranges for another dentist or a locum to provide routine care on his or her behalf at Whitehall Dental Practice this will be covered by the contract. However, where you choose to have routine care or treatment provided by a practitioner independently of Whitehall Dental Practice, any associated costs will not be covered by the contract. Furthermore, where you are referred by your own dentist to a specialist, the costs will not be covered (see condition 3).

## 9. Payment

You must pay the monthly fee by Direct Debit in favour of Go Cardless as collecting agent for your Dentist.

Where you are not the payer specified in the document entitled 'Whitehall Membership Contract', you shall ensure that the payer pays any sum due by you under this contract. You agree that, when making any such payment, the payer acts as your agent and on your behalf.

Any other amounts due to the dentist (e.g. prescription fees, pharmaceutical items, laboratory charges or treatment not covered by the contract) are payable by you directly to the dentist and non-

payment of such amounts will constitute a breach of the terms of the contract.

Your liability to pay the monthly fee continues until the contract is ended in accordance with this Agreement (see condition 11).

## 10. Direct Debit changes

Following an increase/decrease in monthly fee your Direct Debit will be changed at the next available collection date. Where you are given notice of an increase in your monthly fee, your Direct Debit will be changed at the end of the required notice period (see condition 6).



# Whitehall Membership Plan

## 11. Your responsibilities

You are responsible for keeping appointments made with your dentist and you must pay any 'missed appointment' fee should you fail to do so.

You must ensure that you also attend your dentist for regular examinations, receive the treatment your dentist advises and you must promptly inform your dentist 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 have been avoided.

If, in the reasonable opinion of your dentist, he or she is not able to maintain your oral health due to any act or omission on your part, your dentist may end the contract immediately by giving notice to that effect.



## 12. Ending the contract

You may cancel the contract by contacting Whitehall Dental Practice within the cancellation period, which is 14 days following conclusion of the contract. Following this period, you may end the contract by giving not less than 21 days' notice to us, expiring on the last day of a calendar month.

We may end the contract by giving you two months' written notice expiring on the last day of a calendar month. In the event that you receive discounted treatment and you terminate this agreement within six months of receiving discounted treatment or within six months from the end of a course of discounted treatment, you may be liable to refund to the dentist the full amount of the discount offered by the dentist in relation to the treatment or course of treatment received.

In the event that you receive discounted treatment and you terminate this agreement within six months of receiving discounted treatment or within six months from the end of a course of discounted treatment, you may be liable to refund to the dentist the full

# Whitehall Membership Plan

amount of the discount offered by the dentist in relation to the treatment or course of treatment received.

### 13. Non-payment

Non-payment of one fee

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

Non-payment of two fees

If you fail to make two successive payments, We will inform you that your contract has been cancelled.

Refunds - If we agree to refund your Whitehall Membership fees for any reason, your membership registration for those months will be treated as unpaid and the conditions relating to non-payment will fully apply to you.



### 14. Variation of these conditions

If it is necessary to vary the conditions in this Contract, for instance to take account of changes in the law, this can be done by us giving you 30 days' written notice. If you do not wish the contract to continue, having regard to any variation notified to you, you may end it as detailed in condition 11. If you do not do this by the time the notice of variation expires, you will be deemed to have accepted the variation.

### 15. Contract not transferable

As the contract is with your dentist, you may not transfer it to another practice or dentist. You are not entitled to assign or sub- contract any rights or obligations you may have under the contract to any other person.

### 16. Treatment outside the contract

Nothing in the contract prevents you and your dentist agreeing that he or she will provide treatment outside your entitlement under the contract. You will be responsible for paying for such treatment..

# Whitehall Membership Plan

## 17. Disputes

Whitehall Dental Practice has an in-house complaints procedure ( details available on request ) If you are unhappy with any aspect of your dental care you should, in the first instance, approach anyone in the Whitehall Team.

## 18. Notices

Any notice given by your dentist under these conditions is valid if sent to the payer's email address if provided or your last known address by ordinary post.

## 19. Third Parties

The contract is intended to confer a benefit on your dentist and you. No other person shall be entitled to enforce any term of the contract by virtue of the contracts (Rights of Third Parties) Act 1999 (the 'Act').



## 20. Governing Law and Jurisdiction

Both parties agree that this Contract shall be governed by and construed in accordance with the Law of England and Wales and the parties hereby irrevocably submit to the exclusive jurisdiction of the English Courts.

**I have read and understood the terms and conditions of the Whitehall Membership Plan and wish to be enrolled in it.**

**Name:** .....

**Signed:** .....**Date:**.....