



**Your Smile Stylist  
Practice Plan**



Spread the cost of your regular dental care with affordable monthly payments.

**Creating smiles, changing lives.**

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# Welcome to Smile Stylist Practice Plan.

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## Budget for your private dental care and advice

We're delighted you're considering a dental plan that could brighten your smile and improve the health of your teeth for years to come.

Our Practice Plan is an easy way of keeping up the great habit of regular check-ups with your dentist, so you'll always get expert advice about keeping your teeth in great condition and avoid any surprises. Your plan also includes dental x-rays and hygiene treatment.

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

### We'll help to take great care of you

Our approach is based on prevention, helping you to get the care and treatment you need to feel good about your dental health. We also offer discounts on routine treatments, sundries and provide one emergency appointment each year (terms and conditions apply).

### It's easy to get started

Your dental payment plan is quick and easy to set up and makes budgeting for your private dental care easy. Simply complete the application form with your dentist or a member of our team. You can also use the form to add family members.

### Join up. Relax. Smile Confidently.



# Why our Practice Plan is so good for you

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**With our Practice Plan, you don't need to wait and worry about dental problems happening suddenly, although if they do, we're always here 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 your dentist to spot and avoid dental problems before they happen.

## **Our plan highlights:**

- Budget wisely and protect yourself from dental problems and extra costs later on
- Benefit from cover for check-ups, dental x-rays, access to hygiene treatment and expert advice
- Enjoy better dental help and a brighter smile
- Feel better about your dental hygiene with scaling and polishing included in your plan, enabling you to smile with confidence
- Discounts on any necessary routine dental treatments (exclusions apply)
- Discounts on sundries (including whitening gels for those who have had whitening with us previously)
- One complimentary emergency appointment per year (terms and conditions apply)

## **How does the Smile Stylist Practice Plan work?**

The amount you pay for the Practice Plan is decided by your dentist.

A pre-assessment of your oral health is not necessary for our existing patients but new patients will need a new patient examination (£150.00)

**Please note:** The Practice Plan Contract is between you and our practice. Your plan covers you for all preventive advice, check-ups and hygiene appointments with your dentist at our practice.

Our Practice Plan is a great way to avoid dental problems, while spreading the cost of preventive care.



# Benefits at a glance

## Here's a handy overview of what is and isn't included in our Practice Plan:

**Our Practice Plan gives you an easy way to spread the cost of your routine check-ups and preventive advice.**

### **Routine preventive care from your dentist, which includes:**

- Check-ups (up to contract maximum)
- Scaling, polishing and other hygiene treatments (up to contract maximum)
- Preventive dental advice
- Dental x-rays
- Discount on routine dental care and sundries
- One emergency appointment per year (terms and conditions apply)

### **The following are excluded from your Practice Plan:**

- Restorative dental treatments, including fillings, crowns, bridges or dentures
- Laboratory fees and prescriptions
- Any treatment excluded by the dentist in your contract, which is then payable by you to the dentist
- Referral to a specialist or specialist treatment
- Treatment carried out by someone other than your registered dentist
- Orthodontics, implants, cosmetic treatment
- Sedation fees

**It's worth remembering that treatment is always at the discretion of your dentist.**

Full terms and conditions can be found in the contract on pages 10 - 13 of this booklet and on the reverse of the contract which you sign.





# Important information about your Smile Stylist payment plan

**Practice Plan is a dental payment plan contract agreed between you and your dentist to cover your routine preventive care.**

## Who is my contract with?

Your contract is between you and Smile Stylist. We will give you a copy of this contract, which will be tailored to your needs.

## How much will I pay?

There are 4 plans to choose from, details of which are outlined in this leaflet. Please note: there is no registration charge on joining.

## How is my monthly payment calculated?

Monthly payments will be worked out by your dentist who will recommend the best preventive programme for you, which will fit within a specific pricing category.

## How often will I visit my dentist?

Everyone's oral health needs are different: your dentist will let you know what's best for you.

## What does my plan include?

You can see a quick overview on page 7. Your dentist will also let you know of any additional treatments or exclusions when you join.

## How do I pay for the Smile Stylist Practice Plan?

The plan is based on monthly payment by Direct Debit to cover the cost of your plan, enabling you to budget for your regular dental care more easily and attend regular check-ups.

## What to do if I want to change my dentist?

If you wish to change your dentist for any reason within our practice then please contact our practice manager. This can be arranged and should not affect your monthly payments unless your new dentist advises you to switch to a different plan.

# The Practice Plan Contract between you and Smile Stylist

## 1. Definition of term used

Unless the context otherwise requires, 'contract' means this Smile Stylist contract and the terms which you have signed; 'dentist' means your treating dentist and Smile Stylist Professionals means SKSH Limited (company number 12104856) whose registered office is at Eltham House, 6 Forest Road, Loughborough LE11 3NP.

## 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 the document entitled 'Smile Stylist Practice Plan Contract'. 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
- Any treatment needed as a result of a dental injury (an injury to teeth or supporting structures (including damage to dentures whilst being worn) which is caused by suddenly and unexpectedly by means of 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

## 4. Prescriptions and laboratory charges

The contract does not cover pharmaceutical items, prescription fees or laboratory fees reasonably charged by your dentist, which must be paid by you directly to your dentist.

## 5. Dental emergency arrangements

Your monthly plan entitles you to one emergency appointment with your treating dentist during normal practice opening hours per calendar year.

### Examples of what this includes are:

- Getting you out of pain where possible
- The assessment of intra- or extra-oral swellings
- Assessing and treating an infected or dry socket
- Providing you with a prescription where clinically necessary
- Placing a temporary filling or dressing where necessary
- Assessing a suspicious lesion/ulcer
- Smoothing a sharp or broken tooth
- Re-cementing crowns/bridges where possible

### Exclusions include:

- Extractions
- The placement of definitive fillings or restorations
- Root canal treatments
- Any other "definitive" treatment or anything not classed as an "emergency" by your treating dentist

If you have had no emergency appointments since the 1st January, and should you experience toothache/swelling during our normal working hours but your usual dentist is away, we shall arrange for you to see one of

our other dentists for no additional charge. If none of our dentists are available, Smile Stylist has a contingency plan in place for such an occurrence and shall arrange for you to see a dentist at one of the dental practices with whom we have an arrangement (a fee may apply).

If you experience a dental emergency outside of our usual opening hours, we advise you contact NHS 111 who shall advise you as to the best course of action.

## 6. Alteration of the monthly fee

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

Should the fee change (for example due to inflation or increased material costs or practice running costs) you will be given at least 30 days' written notice by letter, or email if consented (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, the dentist may change your level of plan, treatment included and associated fee by providing one months' written notice, or less with your consent.

If you are not happy with any change in monthly fee, you have the right to terminate the agreement giving your dentist and Smile Stylist not less than 21 days' notice, expiring on the last day of a calendar month, as detailed in condition 11 Ending the contract.

## 7. Treatment by another dentist

The contract is with your dentist as specified in the document entitled Smile Stylist Practice Plan Contract. If your dentist arranges for another dentist or a locum to provide routine care on his or her behalf, this will be covered by the contract. However, where you choose to have routine care or treatment provided by

a practitioner independently of your dentist, 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 Treatment to which you are not entitled).

## 8. Payment

You must pay the monthly fee by Direct Debit in favour of Smile Stylist as collecting agent for your dentist.

Where you are not the payer specified in the document entitled 'Smile Stylist Practice Plan 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 your dentist (e.g. prescription fees, pharmaceutical items, laboratory charges or treatment not covered by the contract) are payable by you directly to your 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 Ending the contract).

## 9. Direct Debit charges

Following a variation in monthly fee, the 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 Alteration of the monthly fee).

# The Practice Plan Contract between you and Smile Stylist

## 10. 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.

## 11. Ending the contract

### Cooling off period

You can cancel the Smile Stylist Practice Plan Contract for any reason during the 14 day 'cooling off' period. This period begins on the contract start date, or the day you receive the payment schedule if this is later.

Following this period, you may end the contract by giving not less than 21 days' notice to your dentist and to Smile Stylist, expiring on the last day of the calendar month. Your dentist may end the 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 your dentist, you should attend a final leaving appointment, when your dentist can arrange to provide any

outstanding treatment and check your oral health.

## 12. Non-payment

### Non-payment of one fee

If you fail to make a monthly payment, Smile Stylist 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, Smile Stylist will inform you that your contract has been cancelled, effective from the date of the first failed payment.

### Refunds

If Smile Stylist agrees 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.

## 13. 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 your dentist 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 (Ending the contract).

If you do not do this by the time the notice of variation expires, you will be deemed to have accepted the variation.

## 14. Contract non transferable

As the contract is with your dentist, you may not transfer it to another practice or dentist.

If you need to change your dentist 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.

### **15. 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.

### **16. Disputes**

Smile Stylist has an in-house complaints procedure. If you are unhappy with any aspect of your dental care you should, in the first instance, approach your dentist directly.

### **17. 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').

### **18. 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.





# Practice Plan Member Options

**Patients who have completed their Invisalign**, fixed brace or other cosmetic journeys with us are invited to join one of our Practice Plan memberships with their substantial benefits and savings.

**New patients wishing to join our Practice Plans** can do so once they are deemed to be “dentally fit” by one of our dentists. Initial general examinations for new patients are charged at £145.

## Plan A – Monthly payment of £12.99

- 1x Examination per year
- 1x Scale & polish per year
- 2x intra-oral x-rays per year (excludes OPG x-rays)
- 5% off treatment (excludes cosmetic treatments)
- 5% off sundries (e.g. Tooth whitening gels/tepes etc)
- Half price emergency appointments during normal practice hours (normally £150)\*

## Plan B - Monthly payment of £18.99

- 1x Examination per year
- 2x Scale & polish per year
- Unlimited intra-oral x-rays per year (excludes OPG x-rays)
- 10% off treatment (excludes cosmetic treatments)
- 10% off sundries (e.g. Tooth whitening gels/tepes etc)
- Half price emergency appointments during normal practice hours (normally £150)\*

## Plan C – Monthly payment of £23.99

- 2x Examinations per year
- 2x Scale & polish per year
- Unlimited intra-oral x-rays per year (excludes OPG x-rays)
- 10% off treatment (excludes cosmetic treatments)
- 10% off sundries (e.g. Tooth whitening gels/tepes etc)
- Half price emergency appointments during normal practice hours (normally £150)\*

## Plan D - Monthly payment of £33.99

- 2x Examinations per year
- 4x Scale & polish per year
- Unlimited intra-oral x-rays per year (excludes OPG x-rays)
- 10% off treatment (excludes cosmetic treatments)
- 10% off sundries (e.g. Tooth whitening gels/tepes etc)
- Half price emergency appointments during normal practice hours (normally £150)\*

\*Terms and conditions apply

# Practice Plan A

## £12.99 per month

Includes:

- 1 x examination per year
- 1 x scale & polish per year
- 2 intra-oral x-rays per year
- 5% off treatment (**excludes** cosmetic treatments)
- 5% off sundries (e.g. tooth whitening gels/tepes etc)
- Half price emergency appointments during normal practice hours (normally £150)

| Treatment             | Member              | Non-Member |
|-----------------------|---------------------|------------|
| Examination           | Included            | £79        |
| Scale and polish      | Included            | £84        |
| 2 x x-rays            | Included            | £20        |
| Emergency appointment | £75 per appointment | £150       |
| <b>Total</b>          | £230.88             | £333       |

**Yearly saving: £102.12**

**(Plus 5% savings made on sundries and any additional treatments!)**

**NB:** your first examination and scale & polish appointment will be booked for 12 months after your first monthly payment has been received.

\*Terms and conditions apply



# Practice Plan B

## £18.99 per month

Includes:

- 1 x examination per year
- 2 x scale & polish per year
- **Unlimited** intra-oral x-rays per year
- 10% off treatment (**excludes** cosmetic treatments)
- 10% off sundries (e.g. tooth whitening gels/tepes etc)
- Half price emergency appointments during normal practice hours (normally £150)

| Treatment             | Member              | Non-Member               |
|-----------------------|---------------------|--------------------------|
| Examination           | Included            | £79                      |
| 2 x scale and polish  | Included            | £168                     |
| Unlimited x-rays      | Included            | £10 per intra-oral x-ray |
| Emergency appointment | £75 per appointment | £150                     |
| <b>Total</b>          | £302.88             | £437                     |

**Yearly saving: £134.12**

**(Plus 10% savings made on sundries and any additional treatments!)**

**NB:** your first scale & polish appointment will be booked for 6 months after your first monthly payment has been received whilst your examination and second scale & polish will be booked a further 6 months later.

\*Terms and conditions apply

# Practice Plan C

## £23.99 per month

Includes:

- 2 x examinations per year
- 2 x scale & polish per year
- **Unlimited** intra-oral x-rays per year
- 10% off treatment (**excludes** cosmetic treatments)
- 10% off sundries (e.g. tooth whitening gels/tepes etc)
- Half price emergency appointments during normal practice hours (normally £150)

| Treatment             | Member              | Non-Member               |
|-----------------------|---------------------|--------------------------|
| Examination           | Included            | £158                     |
| 2 x scale and polish  | Included            | £168                     |
| Unlimited x-rays      | Included            | £10 per intra-oral x-ray |
| Emergency appointment | £75 per appointment | £150                     |
| <b>Total</b>          | £362.88             | £516                     |

**Yearly saving: £153.12**

**(Plus 10% savings made on sundries and any additional treatments!)**

**NB:** your first examination and scale & polish appointment will be booked for 6 months after your first monthly payment has been received and then repeated every 6 months.

\*Terms and conditions apply

# Practice Plan D

## £33.99 per month

Includes:

- 2 x examinations per year
- 4 x scale & polish per year
- **Unlimited** intra-oral x-rays per year
- 10% off treatment (**excludes** cosmetic treatments)
- 10% off sundries (e.g. tooth whitening gels/tepes etc)
- Half price emergency appointments during normal practice hours (normally £150)

| Treatment             | Member              | Non-Member               |
|-----------------------|---------------------|--------------------------|
| Examination           | Included            | £158                     |
| 4 x scale and polish  | Included            | £336                     |
| Unlimited x-rays      | Included            | £10 per intra-oral x-ray |
| Emergency appointment | £75 per appointment | £150                     |
| <b>Total</b>          | £482.88             | £684                     |

**Yearly saving: £201.12**

**(Plus 10% savings made on sundries and any additional treatments!)**

**NB:** your first scale & polish appointment will be booked for 3 months after your first monthly payment has been received whilst your first examination and second scale & polish appointment will be booked for 3 months later. This pattern shall be repeated so that you receive a scale & polish every 3 months and an examination and scale & polish appointment every 6 months.

\*Terms and conditions apply



**Smile Stylist**

Unit 4  
53 King Street  
Manchester  
M2 4LQ

T. 0161 832 2118

[smilestylist.co.uk](http://smilestylist.co.uk)