

CASTLETON DENTAL MEMBERSHIP

Our aim is to provide high quality care and treatment in a relaxed, comfortable and safe environment. We are committed to continuing education and keeping abreast of advances in modern dentistry. To ensure we maintain the high standards our patients have come to expect it is becoming increasingly important for us to accurately match the number and the needs of our patients to the resources we have available.

Research shows that preventive dentistry delivered on a regular basis greatly reduces the risk of dental disease and provides a platform for a lifetime of improved oral health. We encourage such an approach and with this in mind, we have designed our dental membership plan to reward loyal patients, allowing us to plan your dental care more effectively, to provide the best chance of keeping you dentally fit and to reduce the need for future treatment.

When you join the plan, you will have the peace of mind that all your preventive dental care will be covered by convenient monthly payments. Upon joining the dental plan, you will also be eligible to request assistance from the Worldwide Dental Emergency Assistance Scheme for dental emergencies or dental traumas whilst at home or abroad (see overleaf).



YOUR BENEFITS

- all your preventive dental care is included
- payment by convenient monthly Direct Debit, allowing you to budget
- guaranteed registration with the practice and continuing access to your dentist
- one simple assessment – and you can join immediately
- early identification of dental problems to prevent pain, discomfort and inconvenience
- appointment times to suit you whenever possible
- discount on treatment fees
- priority booking in the event of a dental emergency
- access to a 24 hour dental emergency helpline 365 days per year
- eligibility to request assistance from the Worldwide Dental Emergency Assistance Scheme (see overleaf).

Terms within this brochure are subject to change without notice.

WHO IS OUR PLAN FOR?

Our plan is designed for everybody who wishes to attend the practice on a regular basis and have peace of mind that their preventive dental care is covered.

WHAT DOES OUR PLAN INCLUDE?

Adult Membership (over 18 years)

£27.50 per month and covers:

- two dental examinations per year
- two 45 minute hygienist appointment per year including diet and oral hygiene advice.

Junior Membership (from 12 up to 18 years)

£15.30 per month and covers:

- two dental examinations per year
- one 30 minute hygienist appointment per year including diet and oral hygiene advice.

Children's Membership (from 6 up to 12 years)

£7.70 per month and covers:

- two dental examinations per year.

All plans include the following:

- intra-oral x-rays as clinically necessary
- 10% discount on treatment fees
- emergency appointment
- membership card with 24 hour helpline numbers for dental emergencies at home or abroad
- eligibility to request assistance from the Worldwide Dental Emergency Assistance Scheme (see overleaf).

The monthly plan cost includes the charges for management and administration payable by you to DPAS.

Treatment not covered by this plan can be paid for separately.

WHAT IS EXCLUDED FROM OUR PLAN?

Although non-routine services are available from the practice, some items fall outside the scope of the plan and are not covered by the 10% discount:

- referrals to specialists
- implants
- orthodontics

Treatment not covered by this plan can be paid for separately.

HOW DO YOU JOIN OUR PLAN?

Joining is very simple, come and see us for an examination. Then you complete a registration form for us and a Direct Debit mandate and authorisation form for DPAS.

In addition to your first monthly payment, an initial registration fee of £10 per person will be payable by you to DPAS and will be included in your first Direct Debit payment.

There is no **registration fee** for junior members.

This plan has a minimum membership term of 12 months. If you cancel your membership within this period, you will be liable for the outstanding months' payments whether you attend the practice or not. After 12 months, you can cancel your membership by simply giving us one month's notice.

WHAT HAPPENS IN AN EMERGENCY?

You will have access to a 24 hour, 365 day worldwide dental emergency helpline, which will endeavour to find an English speaking dentist to assist you.



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DENTAL PRACTICE

HOW DOES THE WORLDWIDE DENTAL EMERGENCY ASSISTANCE SCHEME WORK?

Whilst a member of the dental plan, should you suffer a dental trauma, a dental emergency or be diagnosed with oral cancer you will be eligible to make a request for assistance from the Worldwide Dental Emergency Assistance Scheme. The Scheme responds to such requests on a wholly discretionary basis. This means that, whilst the Scheme aims to provide benefits in most cases, the Scheme has no obligation to provide any benefit unless the Scheme Manager (the person appointed to administer the Scheme) first decides (in its sole and absolute discretion) that the Scheme should provide a benefit. There are some circumstances in which the Scheme is not designed to help (these situations being similar to exclusions under an insurance policy) and these are explained in more detail in the Worldwide Dental Emergency Assistance Scheme Handbook. The Scheme Manager will look at each case individually to assess the request for a benefit. Certain restrictions and limitations may apply in the event that your request for assistance is accepted and it is possible that in some cases the Scheme Manager will decide to provide no benefit.

If your request for assistance is accepted by the Scheme Manager you will be eligible to receive benefit payments from the Scheme in the following situations (up to the limits set by the Scheme and published from time to time):

- ✓ The cost of dental treatment by any dentist up to a maximum of £10,000 for any one incident of dental trauma
- ✓ The cost of:
 - emergency call-outs
 - pain relief or emergency temporary treatment
- ✓ A specified amount for each complete 24-hour period of hospitalisation wholly or partly under the care of a consultant who specialises in dental or maxillofacial surgery
- ✓ A specified amount if you are diagnosed with oral cancer and this is the primary cancer site

You will also have 24 hour access to a worldwide dental emergency helpline.

Please refer to the Worldwide Dental Emergency Assistance Scheme Handbook for full details.

The Worldwide Dental Emergency Assistance Scheme is operated by Worldwide Assistance Ltd (Company No. 10907861), a company registered in England and Wales.

Registered Office: Cambrian Works, Gobowen Rd, Oswestry, Shropshire SY11 1HS.

The Worldwide Dental Emergency Assistance Scheme is **NOT** an insurance product and is **NOT** regulated by the Financial Conduct Authority.

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PRINCIPAL DENTIST

Peter Johnston BDS (Edin), DPDS (Bristol)

CONTACT

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OPENING HOURS

Monday to Friday: 7.45 - 19.30

EMERGENCIES

01252 715576

Away from home helpline:

(UK) 0800 525631

(Abroad) +44 1747 820841

Castleton Dental Practice Ltd Reg No. 7660453

Registered address:

11 Castle Street, Farnham, Surrey GU9 7JA

ANY QUESTIONS?

If you have any questions about our plan, please contact our reception team who will be happy to provide further information and guidance.



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Affordable high quality dental care