

## 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.**

## PRINCIPAL DENTISTS

**Lara Kriek**

MSC Restorative, BDS Hons, BSC (Hons)

**Caoimhe Doherty**

BDS (QUB), MFDS RCS, MSC (BRISTOL), PG DIP (MANCHESTER)

## CONTACT

Castleton Dental Practice Ltd

11 Castle Street, Farnham, Surrey GU9 7JA

**T: 01252 715576**

**E: [info@castletondental.co.uk](mailto:info@castletondental.co.uk)**

**W: [www.castletondental.co.uk](http://www.castletondental.co.uk)**

## OPENING HOURS

Monday to Thursday: 8.30am – 5pm

Friday: 8am – 1.30pm

## EMERGENCIES

**01252 715576**

**Away from home helpline:**

(UK) 0808 169 8117

(Abroad) +44 1691 887 955



castleton  
DENTAL PRACTICE

castleton  
DENTAL PRACTICE



Dental Plans

Affordable high quality dental care

Castleton Dental Practice Ltd Reg No. 7660453

Registered address: 11 Castle Street, Farnham, Surrey GU9 7JA

## CASTLETON DENTAL PLANS

Our comprehensive membership options are designed to suit a variety of dental needs including your routine dental care. The advantage to you is that it should help reduce the need for future dental treatment and you will have the peace of mind that your routine dental care is covered by convenient monthly payments. Our membership plans allow us to plan your dental care more effectively and provide the best chances of keeping you dentally fit.

Upon joining our membership 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 and/or routine 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).

### WHO ARE OUR PLANS FOR?

Our plans are designed for patients who wish to attend the practice on a regular basis and have peace of mind that their routine and/or preventive dental care is covered.

### HOW DO YOU JOIN OUR PLANS?

All you have to do is 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.

Our plans have 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.

### 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.

## WHAT DO OUR PLANS INCLUDE?

| Our Adult Maintenance Plans:   | Membership 2+2 | Membership 2+3 | Membership 2+4 |
|--|----------------|----------------|----------------|
| Routine examinations   | 2              | 2              | 2              |
| Hygienist appointments   | 2              | 3              | 4              |
| Small x-rays as clinically necessary   | ✓              | ✓              | ✓              |
| Discount on general dental treatments including fillings, extractions and crowns                       | 10%            | 10%            | 10%            |
| Referrals to specialists   | X              | X              | X              |
| Emergency appointments   | ✓              | ✓              | ✓              |
| Eligibility to request assistance from the Worldwide Dental Emergency Assistance Scheme (see overleaf) | ✓              | ✓              | ✓              |
| <b>Monthly fee</b>   | <b>£33.00</b>  | <b>£43.00</b>  | <b>£53.00</b>  |

| Our Child Plans:   | Child 6–13   | Juniors 14–17 |
|--|--------------|---------------|
| Routine examinations   | 2            | 2             |
| Hygienist appointments   | X            | 1             |
| Small x-rays as clinically necessary   | ✓            | ✓             |
| Discount on general dental treatments including fillings, extractions and crowns                       | 10%          | 10%           |
| Emergency appointments   | ✓            | ✓             |
| Eligibility to request assistance from the Worldwide Dental Emergency Assistance Scheme (see overleaf) | ✓            | ✓             |
| <b>Monthly fee</b>   | <b>£8.75</b> | <b>£17.70</b> |

Terms within this brochure are subject to change without notice.