



Indigo Dental

www.indigodental.co.uk

Welcome Letter & Private Membership Plan Agreement

Dear Patient,

A very warm welcome from everyone at Indigo Dental and thank you for choosing us for your dental care.

As a family-owned practice with a dedicated clinician team, we take great pride in providing friendly, personal care in a relaxed and welcoming environment. At our practice, you'll see familiar faces and receive continuity of care from clinicians who take the time to get to know you, understand your needs, and help you maintain a healthy, confident smile.

We understand that visiting the dentist can sometimes feel daunting, but our aim is to make every visit as comfortable, positive, and stress-free as possible.

Our Membership Benefits

Our membership packages have been designed to help you enjoy excellent oral health through regular preventive care, while also providing additional benefits and peace of mind throughout the year. As a member of the practice, you will receive:

- **Clinical Examinations:** Scheduled examinations spaced with a minimum of 6 months between visits across all plans.
- **Regular Hygiene Care:** Scheduled at designated minimum intervals (a minimum of 6 months for 2-visit plans or a minimum of 3 months for 4-visit hygiene plans) depending on the membership tier recommended for you, including professional scaling and polishing, gum health assessments, fresh breath advice, techniques to prevent gum disease, and personalised periodontal advice.
- **Oral Health Screenings:** Oral cancer screening included during routine checks.
- **Exclusive Discounts:** **20% discount** on routine dental treatments (exclusions apply, such as specialist referrals, ClearCorrect, implants, and whitening).
- **Restorative Guarantee:** 12-month guarantee on restorative treatments.
- **Priority Access:** Priority appointment booking and same-day assessment for dental emergencies and pain whenever possible.
- **Flexible Hours:** Extended opening hours for greater flexibility around work, school, and family commitments.
- **Worldwide Emergency Support:** Access to the Worldwide Dental Emergency Assistance Scheme (included with adult plans and paid children's plans).

Your membership is an investment in prevention. Regular examinations and hygiene visits help us identify and address small problems before they become larger, more complex issues, supporting your long-term oral health while helping to reduce unexpected treatment costs.



Getting the Most from Your Visits

At our practice, appointment times are carefully planned to ensure every patient receives the attention and care they deserve. During your visits, we are always happy to discuss:

- Appointment availability and how best to schedule future visits.
- Any accessibility requirements or concerns you may have.
- Your personal dental goals and any questions about your treatment or membership.

Our Commitment to You

We Promise To:	We Ask You To:
• Treat you with kindness, respect, and understanding. • Listen carefully to your concerns and respond promptly and professionally. • Provide high-quality care using safe, proven, and modern techniques and materials. • Continually invest in training, knowledge, and technology to deliver the best possible patient experience. • Support you in maintaining excellent oral health for life.	• Arrive on time for your appointments. • Follow the advice we provide to help care for your smile. • Attend your recommended review and maintenance appointments. • Pay for treatments when required and clear any outstanding balances. • Share your feedback with us, both positive and constructive. • Recommend us to family and friends if you are happy with your care.



Private Membership Plan Terms, Conditions & Patient Consent Agreement

1. Membership Plan Selection & Schedule of Benefits

Please review the available private dental membership tiers below. By enrolling, you agree to the specific inclusions, visit frequencies, and fees associated with your selected tier:

Plan Name	Monthly Fee	Included Services & Entitlements
Indigo Dental Plan	£19.00 / month	2 Dental Health Assessments per year (spaced with a minimum of 6 months) 2 Hygiene appointments per year (spaced with a minimum of 6 months) 20% discount on routine dental treatment (pay-as-you-go rates) Access to the Worldwide Dental Emergency Assistance Scheme
Indigo Hygiene Plan	£30.00 / month	2 Dental Health Assessments per year (spaced with a minimum of 6 months) 4 Hygiene appointments per year (spaced with a minimum of 3 months) 20% discount on routine dental treatment (pay-as-you-go rates) Access to the Worldwide Dental Emergency Assistance Scheme
Children's Plan (Ages 0–3)	FREE	Complimentary membership provided one parent or guardian is currently enrolled on an adult membership plan at Indigo Dental. (Note: Excludes Worldwide Dental Emergency Assistance Scheme).
Children's Plan (Ages 3–12)	£8.50 / month	Includes 2 routine examinations per year, free routine treatment on baby teeth, a 20% discount on adult tooth treatments and hygiene appointments, discounted mouthguards for sports, and access to the Worldwide Dental Emergency Assistance Scheme.
Children's Plan (Ages 13–18)	£10.00 / month	Includes 2 routine examinations per year, free routine treatment on baby teeth, a 20% discount on adult tooth treatments and hygiene appointments, discounted mouthguards for sports, and access to the Worldwide Dental Emergency Assistance Scheme.



2. Appointment Recall & Minimum Interval Policy

A. Appointment Spacing & Interval Rules

Our membership plans are specifically structured around preventive care cycles to maintain optimal oral health. Plan entitlements cannot be brought forward, combined, or accelerated:

- **6-Month Minimum Interval Plan (£19.00/month Plan & Routine Examinations):** Included dental health assessments and hygiene visits under the standard Indigo Dental Plan (£19.00/month) are spaced with a **minimum of 6 months** between appointments. If a patient requests or requires additional hygiene care within that 6-month window, the extra session is not covered by the plan and will be charged at the practice's full private pay-as-you-go rate.
- **3-Month Minimum Interval Plan (£30.00/month Hygiene Plan):** Under the Indigo Hygiene Plan (£30.00/month), routine examinations remain spaced with a **minimum of 6 months** between visits, while hygiene appointments are spaced with a **minimum of 3 months** between visits. Any hygiene care requested outside or in addition to this 3-month schedule will be billed at full private pay-as-you-go rates.

B. Missed Appointments & Short-Notice Cancellation Policy

To help us offer appointments fairly, we kindly ask for at least 48 hours' notice to cancel or rearrange an appointment. If an appointment is missed, failed to attend (FTA), or cancelled with less than 48 hours' notice:

- The included plan visit for that recall period is forfeited and counted as one of your included membership appointments.
- **Rebooking Options:**
 1. *Option 1 (Wait for Next Recall):* You may wait until your next scheduled plan recall period to receive your next included examination or hygiene visit under the plan.
 2. *Option 2 (Pay Private Pay-As-You-Go Fee):* If you wish to rebook the missed session prior to your next scheduled plan recall date, you must pay the full standard private pay-as-you-go price for the routine examination or hygiene appointment.
- As membership is designed to maintain oral health through regular attendance, it is your responsibility to ensure routine appointments are arranged when due. Unused appointments cannot be carried forward, exchanged for credit, or refunded.

3. Detailed Terms and Conditions

3.1. Payment Administration & Direct Debit Setup

Monthly membership fees are collected automatically via Direct Debit on behalf of Indigo Dental by our designated payment administrator, Practice Plan. By enrolling in a plan, you authorise Practice Plan to collect the agreed monthly amount from your nominated bank account.



3.2. Minimum Contract Term, Early Cancellation & Outstanding Debt

- **12-Month Minimum Term:** All membership plans are subject to an initial minimum contract term of 12 consecutive months from the date of agreement.
- **Early Cancellation Reconciliation (Clawback Provision):** If a patient cancels their Direct Debit or terminates their membership prior to completing the 12-month minimum term, Indigo Dental reserves the right to calculate the total private pay-as-you-go value of all examinations, hygiene visits, and discounted treatments provided during that period. If the total private retail value of services received exceeds the total monthly fees paid to date, the patient will be invoiced for the remaining balance.
- **Future Appointment Restriction:** No future appointments can be made at the practice without any outstanding debts being cleared in full.
- **Cancellation Notice (Post 12 Months):** Following the initial 12-month period, membership may be cancelled at any time by providing 30 days' written notice to Indigo Dental and Practice Plan.

3.3. Treatment Discounts & Exclusions

The **20% membership discount** applies exclusively to eligible routine private dental treatments performed at Indigo Dental.

Explicit Exclusions: The 20% discount DOES NOT APPLY to specialized, cosmetic, or external specialist services, including but not limited to:

- Referrals to specialists (internal or external specialist treatments)
- ClearCorrect / Orthodontic clear aligners and retainers
- Dental implants and implant-related surgical procedures
- Tooth whitening treatments (in-surgery or home kits)
- Facial aesthetics or third-party laboratory specialist products

3.4. Failed Payments, Automatic Cancellation & Re-enrolment Policy

If a monthly Direct Debit payment fails due to insufficient funds, account closure, or cancellation without notice, all plan benefits—including appointment booking entitlements, emergency coverage, and the 20% treatment discount—will be suspended immediately. Membership benefits will remain suspended until all outstanding arrears are settled in full.

- **Automatic Cancellation:** Membership plans will be automatically cancelled after 3 failed monthly payments, and debt recovery action may be initiated for any outstanding fees or services rendered.
- **Re-enrollment Discretion:** If a patient's plan membership is terminated due to non-payment or default, Indigo Dental is under no obligation and reserves the right to refuse any future request or application by that patient to re-join a membership plan.

3.5. Non-Transferable & Non-Refundable Nature of Benefits



- Plan memberships, included visits, and treatment discounts are strictly personal to the named individual patient and cannot be transferred to family members or third parties under any circumstances.
- Unused appointment entitlements cannot be carried over into subsequent contract years, nor can they be converted into cash refunds, clinical credits, or discounts against other treatments.

3.6. Fee Reviews & Policy Adjustments

Indigo Dental and Practice Plan reserve the right to review and adjust monthly membership rates periodically to reflect operational costs and inflation. Patients will be notified in writing at least 30 days prior to any price adjustment taking effect.

3.7. Practice Discretion & Termination

The clinic maintains the right to terminate a patient's plan membership with 30 days' written notice, or immediately in cases involving abusive behaviour towards staff, persistent non-attendance/late cancellations, or failure to maintain account payments.

3.8. Worldwide Dental Emergency Assistance Scheme

Adult membership plans and paid Children's plans (Ages 3–12 and 13–18) include access to the Worldwide Dental Emergency Assistance Scheme (<https://scheme.wdeas.co.uk/patients>). Free Children's plans (Ages 0–3) are excluded from this scheme. This is a discretionary scheme designed to assist members who suffer dental trauma or medical emergencies locally or while traveling abroad. Full scheme details, benefit caps, and claim procedures are available upon request.

4. Patient Consent, Acknowledgment & Authorization

Please read each statement carefully before signing or submitting your confirmation:

1. **Agreement to Terms:** I confirm that I have read, understood, and accept the complete terms, conditions, and exclusions of the Indigo Dental Membership Plan.
2. **Interval Rule Acknowledgment:** I explicitly acknowledge that appointment entitlements are spaced with a minimum interval depending on my plan (minimum of 6 months between appointments for the £19.00/month plan; minimum of 6 months for examinations and 3 months for hygiene visits under the £30.00/month Hygiene Plan), and any extra visits requested outside these designated windows will be charged at full private pay-as-you-go rates.
3. **Missed Appointment Policy Acknowledgment:** I understand that if I miss or cancel an included appointment with less than 48 hours' notice, I must either wait for my next scheduled plan recall period or pay the full private fee to rebook early.
4. **12-Month Contract & Financial Responsibility:** I accept the 12-month minimum contract period and agree to pay any outstanding retail cost balance for services received if I terminate my membership prior to 12 months. I acknowledge that no further appointments can be booked until all outstanding debts are cleared.



5. **Re-enrollment Policy Acknowledgment:** I acknowledge that if my membership is cancelled due to non-payment, the practice reserves the right to decline any future requests to re-enroll in a membership plan.
6. **Direct Debit Authorization:** I authorize Indigo Dental and Practice Plan to set up Direct Debit collections for my monthly membership fees.
7. **Data Protection (GDPR):** I consent to Indigo Dental storing and processing my personal data for membership management in accordance with UK Data Protection / GDPR laws.

Kind regards,

The Team at Indigo Dental