Terms of Service for The Dental Barns

1. Who we are
This website is operated by The Dental Barns ("we", "us", "our").

- **Practice address:** Unit 2 & 3, Blackbrook Barns, London Road, Lichfield, WS14 0PS
- **Website:** www.thedentalbarns.co.uk
- **Email:** info@thedentalbarns.com
- **Telephone:** 01543 753357

2. Agreement to these terms
By using our website, you agree to these Terms. If you do not agree, please do not use the site. We may update these Terms from time to time; please check the "Last updated" date in the footer for the latest version.

3. Medical information disclaimer
The website provides general information only and does not constitute medical or dental advice, diagnosis, or treatment. It does not create a dentist–patient relationship. Always seek advice from a qualified clinician about your circumstances. In an emergency, call 999.

4. Privacy and cookies
How we collect, use, and protect your personal data is set out in our Privacy Notice. Information about cookies is set out in our Cookie Policy. These documents are available on our website.

5. Using our website
You may use the site for lawful, personal use. You must not:

- copy, scrape, republish, or frame our content without permission;
- introduce malware or attempt unauthorised access to any part of the site or Patient Portal;
- interfere with the site's operation or security.

You may link to our pages in a fair and legal way that does not damage our reputation or suggest endorsement.

THE DENTAL BARNS

BLACKBROOK

6. VIP Waitlist, Invitations, and Patient Portal

- **VIP Waitlist:** Patients cannot book appointments directly online. You may register your interest by joining our VIP waitlist.
- **Invitations to book:** When availability opens, we may send booking invitations to VIP waitlist members on a **first-come, first-served** basis. An invitation allows you to book via the Patient Portal but does not guarantee an appointment until you complete the booking steps we specify.
- **Patient Portal:** If you are issued login details, you are responsible for keeping them confidential and for all activity under your account. We may suspend or terminate access to protect you or our systems.
- **Deposits, Cancellations and DNAs:** Once an appointment is booked, we may require a deposit to secure it. If you cancel with less than the required notice period or do not attend ("DNA"), we may retain your deposit or charge a reasonable fee. Full details are provided in our separate Appointment Policy.

7. Treatment, pricing and payment

Treatment plans, clinical consent forms, and agreed fees are finalised with you during the clinical process and take precedence over any information on this website. Prices shown online are guides and may change. Payment is due at or before the appointment unless otherwise agreed. If finance is offered, it is provided by a third-party lender and is subject to status and eligibility; specific terms are supplied at the point of application. Refunds for completed clinical services are not generally available where treatment has been delivered with reasonable care and skill. We will investigate any concerns under our Patient Complaints Procedure. Your statutory rights are not affected.

8. Children and consent

Patients under 18 must be accompanied by a parent or legal guardian, who must provide consent where required.

9. Intellectual property

All website content (including text, design, images, video, and logos) is owned by or licensed to us and protected by applicable laws. You may view pages and print a single copy for personal use. Any other use requires our prior written permission.

10. Third-party websites

Links to other websites are provided for convenience only. We are not responsible for their content or practices.

THE DENTAL BARNS

BLACKBROOK

11. Our responsibility to you

The site is provided “as is”. We do not guarantee it will be uninterrupted or error-free. **Nothing in these Terms limits or excludes liability for death or personal injury caused by negligence, or for fraud or fraudulent misrepresentation.** We are not liable for: (a) loss that is not foreseeable; (b) loss not caused by our breach; or (c) business losses. Your statutory rights as a consumer are not affected.

12. Complaints

We aim to provide the highest standard of care and to resolve any complaints as efficiently and effectively as possible. If you have a concern, please contact our designated Complaints Manager: **David Drew** (using the contact details above).

Our Patient Complaints Procedure explains how to raise a complaint and how it will be handled. If you are dissatisfied with our response, you can escalate the matter to the appropriate body: **Dental Complaints Service (DCS)** for complaints about private dental treatment (Tel: 020 8253 0800, Web: www.dentalcomplaints.org.uk); the **Care Quality Commission (CQC)**, which regulates providers but does not resolve individual complaints (Tel: 03000 616161, Web: www.cqc.org.uk); or the **General Dental Council (GDC)** for concerns about a dental professional’s conduct (Tel: 020 7167 6000, Web: www.gdc-uk.org

13. Changes, availability and termination

We may change or withdraw any part of the site and may suspend or terminate access for maintenance, security, or misuse.

14. Governing law

These Terms are governed by the laws of England and Wales. The courts of England and Wales have exclusive jurisdiction.