

# Harmony Orthodontics Terms of Business

## **Refusal of Treatment**

We reserve the right to refuse treatment where our clinicians deem it inappropriate for any reason and the clinicians decision is final.

## **Terms of Business**

- General

Treatment plans are the estimated costs of treatment and we will endeavour to inform you should the costs change once the treatment plan has begun. We respectfully request that fees are payable before or on the day of treatment.

We understand that from time to time it is necessary to cancel and rearrange an appointment. If you are able to give us 24hours' notice we will be able to re-book your appointment and offer the appointment to someone else that needs to be seen.

If appointments are repeatedly cancelled or not attended the dentist reserves the right to refuse further appointments, especially if at peak times.

## **Payment Terms**

At Harmony Orthodontics we offer Chrysalis finance to offer you a simple and flexible way to spread the cost of your treatment.

Our finance options include:

- Interest-bearing options available (minimum £500 treatment cost, 30% deposit)
- In-House 12-month orthodontic payment plan (30% deposit, balance spread over 12 months)

We Offer:

- Free orthodontic consultation with our treatment coordinator
- Free specialist orthodontic consultation for children under 18

For routine consultations and courses of treatment that can be completed in a single appointment, we will normally ask for payment at the completion of treatment.

## **Zero Tolerance**

Our staff come to work to care for others, and it is important for all members of the public and our staff to be treated with courtesy and respect.

To ensure this is fully observed, we have a zero tolerance policy. This means that aggressive or violent behaviour towards our staff or any member of the public within our surgery premises will not be tolerated under any circumstances.

Anyone giving verbal abuse to members of staff, either in person or over the telephone, will be sent a letter advising that this behaviour will not be tolerated. Any future violation of this will result in removal from the surgeries patient list; there will be no appeal process. We feel sure that you will understand that proper behaviour is absolutely necessary for our staff and patients, and that non-observance will not be accepted.

## **Your Medical History**

We will ask you to record your medical history at various occasions. This information is vital to ensure that any treatment provided to you is delivered safely, and that we can care for you properly in an emergency. It is a legal requirement that we have an up-to-date medical history on record.