

## Refund Policy

Meads Village Dental Practice operates a non-refundable deposit policy for Hygienist services and some dental services. Please see 'Deposit Policy' for further information.

Any refund requests must be made in writing to the practice via email or letter by the patient in question or their legal guardian/representative if relevant. Requests will then be passed onto the practice manager for investigation.

E-mail: [reception@meadsdental.com](mailto:reception@meadsdental.com)

Address: Meads Village Dental Practice, 11 Meads Street, Eastbourne, BN20 7QY.

### **Cancellation of courses of treatment by Meads Village Dental Practice**

If, for any reason, a course of treatment is cancelled by Meads Village Dental Practice then we will make every reasonable effort to inform the patient of this as soon as possible. Patients will be entitled to receive a full refund of any deposit paid for the cancelled treatment at a limit of the amount paid IN ADVANCE only, no refunds of deposits paid for treatment completed will be made. Meads Village Dental Practice will not accept liability for any additional costs or losses incurred by the patient, which are claimed to have arisen through treatment cancellation.

Meads Village Dental Practice reserves the right to make any necessary amendments to a treatment plan and in such cases we will make all reasonable efforts to inform the patient of this as soon as possible and the amendments will be discussed with the patient before proceeding.

### **Cancellation of services by the patient**

If a patient cancels an appointment as part of a course of treatment and no longer wishes to resume with the treatment planned, Meads Village Dental Practice reserves the right to pursue the fees incurred for treatment that has been completed up to this point in time.

If a patient is undergoing a course of treatment that involves laboratory work (i.e crowns, bridges, dentures etc) and the lab have already provided the service when the patient cancels the course of treatment, Meads Village Dental Practice reserves the right to withhold any proportionate amount of money to cover the lab fees incurred.

Refunds requested by a patient due to an unsatisfactory experience should be referred to the practice manager to discuss with the practice principle. The practice complaints procedure should then be followed.

Any agreed refund will be paid to the patient either via direct transfer or through the terminal at the practice, onto the card used to pay the original amount being refunded.

Any refunds paid are made at the discretion of the principle dentist and his word will be final.

Updated: 27/07/2020

Approved by: Plamen Kozhuharov