

OSD Healthcare Dental Membership Terms and Conditions

These terms and conditions apply to all Membership Plans taken out with One Stop Doctors Ltd

1. Your agreement is with us, One Stop Doctors Limited incorporated and registered in England and Wales with company number 09692848 whose registered office is at One Medical House, Boundary Way, Hemel Hempstead, Herts, England, HP2 7YIJ
2. Your agreement commences on the start date set out on your membership agreement form and will remain in place until terminated in accordance with these terms and conditions.
3. We offer the following types of Dental membership (subject to paragraph 5 below).

- Dental Maintenance Plan Individual

This includes:

- 2 x routine dental checks per year
- 2 x routine hygiene appointments per year
- 2 x routine dental x-rays per dental check (if required)
- 10% off dental services (exclusions outlined in point 4 below)

Please note – all new patients must undergo a full general dental check-up as part of their membership sign – up. This is charged at an additional £100.

4. Where a 10% discount is offered under the terms of your membership, this excludes consultant fees, specialist dentistry including external dental laboratory work and specialist dental treatment, retail products, prescriptions, and other membership plans.
5. End of the month payment and 12 month spread payment applies when direct debit is authorised, and the first direct debit has been taken.
6. If you sign up to membership at your first appointment, the first membership payment must be taken at the time of/ on the date of such appointment.
7. References to 'Rapid Access' in the membership documents mean as soon as reasonably possible subject to appointment and availability.
8. You can spread your payments over up to 12 months, subject to a minimum payment of £50 per month.
9. Cancelling your membership must be done by email and there is a 2 full calendar month notice period. A full calendar month starts on the first day of the calendar month and finishes at the end of the last day of that calendar month. For example, if you notified us to cancel your membership, on the 10th June, your last payment would be taken on 1st August and your membership would cancel

on the 31st August. To cancel your membership, please email enquiries@osdhealthcare.co.uk

10. Your membership will automatically renew each month unless notice to cancel is given in accordance with paragraph 13 above.
11. OSD Healthcare reserves the right to cancel, suspend or withdraw membership at any time and will notify you in the event of such cancellation, suspension by notice to you.
12. OSD Healthcare reserves the right to change these terms and conditions to reflect changes in laws or regulatory requirements and to implement adjustments and improvements to our services.
13. From time to time we may change our monthly membership fees. We will aim not to change the fee more frequently than once in a calendar year, and to ensure that any change is reasonable. We will tell you about any change that will apply to you and will give you at least two full calendar months' notice before the change comes into effect.
14. You have a legal right to change your mind within 14 days of joining and receive a refund of your membership fees. The 14-day cancellation period commences the day of your membership start date which is stated on your agreement. This is called the 'cooling-off period'. You must give us written notice of cancellation by (letter to OSD Healthcare, One Medical House, Boundary Way, Hemel Hempstead, HP7 7Yll or by email to enquiries@osdhealthcare.co.uk within 14 days from the date on which your membership starts. If you have had appointments at OSD Healthcare during your initial 14 days, these (and any other services provided during this period) must be paid for at full price.

Data protection

- Your membership with us is governed by the laws of England and Wales and party agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (or on-contractual disputes or claims) arising out of or in connection with your membership.
- We will only process personal information you give us in accordance with the applicable data protection laws and the OSD Healthcare Privacy Policy. You can see your full privacy policy on your website at <https://osdhealthcare.co.uk/privacy-policy/>. This includes information on how we protect your information, who we are allowed to give it to and how to exercise any of your rights in relation to it.
- We will keep any clinical information you give us confidential and secure and only pass it to, or receive it from, those involved with your programme or treatment.

- On joining one of our membership options, you are giving us permission to share relevant clinical information that relates to your health goals between members of our staff.
- It is important that we hold the most up-to-date contact details for you. You are responsible for keeping all your personal contact details and choices for how you want to receive marketing materials up to date.