



Pura Vida
DENTAL

Fees, Payments, Refunds & Appointment Policy

Pura Vida Dental is committed to providing clear, transparent, and fair information regarding fees, payments, refunds, and appointment management. The practice ensures that all patients understand the cost of their treatment, the terms of payment, and their responsibilities in relation to attending appointments and maintaining their account.

All treatment provided at Pura Vida Dental is on a private basis. Patients will be given clear information about the cost of their care before treatment is undertaken. A list of common treatment fees is available at reception, and patients will be informed of what they are required to pay, when payment is due, and the accepted methods of payment, which include major debit and credit cards. Where treatment extends beyond routine examination and preventive care, a written treatment plan and estimate will be provided. In cases where an exact cost cannot be determined in advance, such as laboratory-based work, an estimate will be given and patients will be informed promptly of any changes to the anticipated cost.

Payment for treatment is expected in full at the completion of each appointment, unless otherwise agreed in advance. The treating clinician may, at their discretion, require full or partial payment prior to the commencement of treatment. Patients will always be able to request clarification of fees and will receive a receipt for all payments made. The practice will not apply pressure to patients to commit to treatment or make payments.

Patients are responsible for ensuring that their contact details are accurate and up to date. Failure to maintain current contact information may result in missed communications regarding appointments, treatment, or outstanding balances, for which the practice cannot be held responsible.

The practice operates a clear and fair appointments policy to ensure that clinical time is used effectively and is available to all patients. Patients are expected to provide a minimum of 24 hours' notice if they need to cancel or rearrange an appointment. Where insufficient notice is given, or where a patient fails to attend, arrives significantly late (more than 10 minutes), or cancels too late for the appointment to be reallocated, the appointment will be classified as a missed or broken appointment. In such cases, the practice reserves the right to charge a fee proportionate to the length and nature of the appointment to cover the associated costs.

Patients may choose to cancel a course of treatment at any time. Where at least 24 hours' notice is provided for a scheduled appointment, a full refund will be issued for any treatment not yet carried out. If a patient chooses to discontinue treatment part-way through a course, a minimum notice period of 14 days is required for a



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refund to be processed. Refunds will apply only to treatment that has not been provided. Where treatment involves laboratory work, such as crowns, bridges, or dentures, and this work has already been commissioned or completed, the practice will retain an appropriate portion of the fee to cover laboratory costs incurred. All refunds will be made using the original method of payment. In the unlikely event that the practice needs to cancel a course of treatment, reasonable notice will be provided, and any liability will be limited to the refund of fees paid for treatment not yet carried out.

The practice maintains a strict policy in relation to outstanding balances. Where payment is not made as required, the patient will be contacted via text message, email, or letter to notify them of the outstanding amount. If payment is not received within seven days, a further reminder will be issued requesting immediate settlement. If there is no response or payment within a further seven days, the patient will be informed that they may lose the right to receive treatment at the practice. Continued non-payment beyond this point, including a further 24-hour notice period, may result in the referral of the debt to a third-party debt recovery agency. Any costs incurred in the recovery of outstanding debts may be passed on to the patient where appropriate.

The practice reserves the right to vary the delivery of treatment plans where clinically necessary and will make reasonable efforts to inform patients of any changes in advance.

All members of staff are responsible for ensuring that this policy is communicated clearly and applied consistently. The Practice Manager holds overall responsibility for implementation, monitoring, and review. The clinical team is responsible for ensuring that treatment plans and associated costs are clearly explained, while the reception team is responsible for communicating payment expectations, managing appointments, and supporting patients with any queries.

This policy will be reviewed annually, or sooner if required, to ensure continued compliance with regulatory standards and to reflect any updates in practice procedures or legal requirements.

CQC Compliance Statement

Pura Vida Dental ensures that patients receive **clear, transparent information regarding fees, payments, and financial obligations**, and that systems are in place to manage appointments, cancellations, and outstanding balances fairly and consistently, in line with CQC fundamental standards.