



**SOFT WARE**

EFFICIENT SAFE HEALTHCARE

**CODEplan Ltd**

Terms and Conditions of your  
**DENTAL PLAN AGREEMENTS**

**[www.agiliosoftware.com](http://www.agiliosoftware.com)**

The Agilio Software Group trade as Agilio Software, CODE, Isopharm, Clarity, MyHRT toolkit, mylocummanager and Intershift. Agilio Software is the registered trademark of Agilio Software BidCo Limited, registered at Unit 18 Jessops Riverside, 800 Brightside Lane, Sheffield, England, S9 2RX, Company number 12242288 and VAT number 435624985. The group incorporates Isopharm Limited, Company number 03843619, CODEplan Limited, Company number 03927086, Clarity Informatics Limited, Company number 04133376, MyHRT toolkit Limited, Company number 05402463, mylocummanager Limited, Company number 10319547, Pro Healthcare CPD Ltd, Company number 06548956, registered at Unit 18 Jessops Riverside, 800 Brightside Lane, Sheffield, England, S9 2RX, VAT number 435624985, and Intershift Planning B.V, registered at Herikerbergweg 88, 1101 CM, Amsterdam, The Netherlands. You can contact Agilio Software on 0330 165 9712, visit [www.agiliosoftware.com](http://www.agiliosoftware.com) or write to the registered address.

- The Agreement is between the PATIENT/PAYER and the DENTAL SURGEON as detailed in the application form
- The Dental Plan is a pre-payment scheme to spread the cost of each year's preventative dental treatment over a twelve-month period and to provide additional discounts and benefits to Plan members.
- Treatment will be provided by the DENTAL SURGEON or a member of the dental team at appropriate intervals throughout the year
- If the PATIENT/PAYER benefits from group discounts these will vary if any of the group members leave or join the Plan
- Monthly Direct Debit payments will be collected until this agreement is cancelled
- CODEplan administers the Plan on behalf of the DENTAL SURGEON
- CODEplan is only the administration and collection agent for the DENTAL SURGEON and accepts no liability for treatment standards or any care or service provided by the DENTAL SURGEON. Any problems, complaints or disputes relating to treatment are strictly a matter between the DENTAL SURGEON and the PATIENT/PAYER
- Direct Debit payments will be collected on or around the 1st of each month but no less than 5 working days after the receipt of the application form by CODEplan. All applications received less than 5 working days before the end of the month will be processed the following month
- Membership of the Plan will commence on receipt of the first payment
- The PATIENT/PAYER may cancel this agreement by giving a minimum of three months' notice in writing to CODEplan. In case of termination any money outstanding for treatments that have been provided under the Plan will be due immediately
- In the event that the PATIENT/PAYER, or any group member covered by the plan, leaves the Plan within 12 months of receiving discounted dental treatment the amount of the discount received by the individual leaving the plan will be repayable to the DENTAL SURGEON immediately
- If the PATIENT/PAYER fails to pay a monthly payment, CODEplan will inform the PATIENT/PAYER accordingly and attempt to collect two payments from the PATIENT/PAYER'S account in the following month.
- If a monthly payment remains unpaid the DENTAL SURGEON reserves the right to give two months' notice of termination and there will be a total of three months' payment due immediately
- The DENTAL SURGEON may terminate this agreement by giving three months' notice in writing, in this case all treatments and examinations paid for under this agreement will be provided before termination
- The DENTAL SURGEON may increase the cost of the Plan by giving three months' notice and may increase the charges for any other treatments at any time. Any treatment started before a price increase will be provided at the original price. This agreement is exclusive to the parties and does not cover the services of any other dentist or dental practice and it is not transferable by the PATIENT/PAYER
- The DENTAL SURGEON may transfer this agreement
- It is the PATIENT/PAYER'S and group members' responsibility to attend the dental practice for examinations and treatment as covered by the Plan
- It is the PATIENT/PAYER'S and group members' responsibility to give adequate notice, as defined in the DENTAL SURGEON'S cancellation policy, of the cancellation of an agreed appointment if they cannot attend the appointment
- Failure by the PATIENT/PAYER or group member to give adequate notice of cancellation, as defined in the DENTAL SURGEON'S cancellation policy, of an agreed appointment or failure by the PATIENT/PAYER or group member to attend an agreed appointment covered by the plan may lead to loss of the entitlement of that appointment
- The annual entitlement as defined in the current plan brochure is dependent upon the PATIENT/PAYER and group members scheduling and attending their appointments in accordance with said plan. If at the end of 12 months the appointment entitlement has not been reached the remaining appointments may not be carried over to the following 12 month period
- The PATIENT/PAYER can cancel the Plan and receive a full refund within 14 days of receiving the subscription confirmation letter.
- All notices under this agreement will be sent by post to the last known address of the PATIENT/PAYER or to the address of the DENTAL SURGEON