

## CHAPEL STREET MEMBERSHIP

Our priority is to provide high quality care in a comfortable safe environment, and to ensure our patients are offered an efficient provision of service.

We are working hard to minimise the number of on site visits you require as part of your ongoing care. To ensure we maintain the high standards our patients have come to expect, it is becoming increasingly important for us to match the number and needs of our patients to the resources we have available.

The Chapel Street Dental Membership will be administered by DPAS who will make a separate arrangement with you to manage your payments under the membership. Upon joining the membership you will also be eligible to request assistance from the Worldwide Dental Emergency Assistance Scheme for dental emergencies and or dental traumas whilst at home or abroad (see overleaf).

### YOUR BENEFITS

- payment by convenient monthly Direct Debit
- guaranteed registration with the practice
- no need for an assessment – you can join immediately
- discount on appointment fees
- priority booking in the event of a dental emergency
- membership card
- access to a 24 hour dental emergency helpline 365 days per year
- eligibility to request assistance from the Worldwide Dental Emergency Assistance Scheme (see overleaf).

Chapel Street Dental



### WHAT DOES OUR PLAN INCLUDE?

Adult Membership costs £7 per month and includes:

- membership and guaranteed registration at the practice
- priority access to dental appointments for Members
- 20% discount on all routine dental fees and appointments (excludes lab fees)
- membership card with 24 hour helpline numbers for dental emergencies at home or abroad
- eligibility to request assistance from the Worldwide Dental Emergency Assistance Scheme (see overleaf).

Children's Membership (for children 12 years and under) costs £4 per month and includes:

- membership and guaranteed registration at the practice
- two on site dental appointments per year in school holiday periods\*
- 20% discount on all routine dental fees and appointments (excludes lab fees)
- membership card with 24 hour helpline numbers for dental emergencies at home or abroad
- eligibility to request assistance from the Worldwide Dental Emergency Assistance Scheme (see overleaf).

\* please note, on site appointments for children will be on designated dates within school holiday periods. These dates will be allocated by the practice, and appointments must be taken on these allocated days.

The monthly plan cost includes the charges for management and administration payable by you to DPAS.

Treatment not covered by this plan can be paid for separately.

### WHO IS OUR PLAN FOR?

Our plan is designed for patients who wish to attend the practice on a regular basis and have peace of mind that their preventive dental care is covered.

### HOW DO YOU JOIN OUR PLAN?

There is no need for an assessment. Joining is very simple. All you have to do is complete a registration form for us and a Direct Debit mandate and authorisation form for DPAS.

In addition to your first monthly payment, an initial registration fee of £10 per person will be payable by you to DPAS and will be included in your first Direct Debit payment.

If you choose to leave the plan for any reason you can do so by simply giving us one month's notice.

### WHAT HAPPENS IN AN EMERGENCY?

In the event of an emergency please call 01939 232864. You will have access to a 24 hour, 365 day worldwide dental emergency helpline, which will endeavour to find an English speaking dentist to assist you.

### ANY QUESTIONS?

If you have any questions, please email [hello@chapelstreetdental.co.uk](mailto:hello@chapelstreetdental.co.uk) If you do not have access to email call 01939 232864 to leave a message. One of our team will get back to you.

*Terms within this brochure are subject to change without notice.*



### Principal Dentist

#### Dr Gemma Cockburn BDS

MSc (Restorative and Cosmetic Dentistry)  
MSc (Implantology)

### Associate Dentist

#### Dr Sarah Collins BDS

### Contact

Chapel Street Dental  
16 Chapel Street  
Wem  
Shropshire  
SY4 5ER

Telephone: 01939 232864

Email: [hello@chapelstreetdental.co.uk](mailto:hello@chapelstreetdental.co.uk)

[www.chapelstreetdental.co.uk](http://www.chapelstreetdental.co.uk)

### Opening Hours

Monday - Thursday 9am - 5pm  
(closed 1pm - 2pm for lunch)  
Friday 8.30am - 12noon  
Please check website for any updates  
to opening hours

### Emergencies

01939 232864

Away from home helpline:

(UK) 0800 525631

(Abroad) +44 1747 820841



## CHAPEL STREET MEMBERSHIP

### HOW DOES THE WORLDWIDE DENTAL EMERGENCY ASSISTANCE SCHEME WORK?

Whilst a member of the dental plan, should you suffer a dental trauma, a dental emergency or be diagnosed with oral cancer you will be eligible to make a request for assistance from the Worldwide Dental Emergency Assistance Scheme. The Scheme responds to such requests on a wholly discretionary basis. This means that, whilst the Scheme aims to provide benefits in most cases, the Scheme has no obligation to provide any benefit unless the Scheme Manager (the person appointed to administer the Scheme) first decides (in its sole and absolute discretion) that the Scheme should provide a benefit. There are some circumstances in which the Scheme is not designed to help (these situations being similar to exclusions under an insurance policy) and these are explained in more detail in the Worldwide Dental Emergency Assistance Scheme Handbook. The Scheme Manager will look at each case individually to assess the request for a benefit. Certain restrictions and limitations may apply in the event that your request for assistance is accepted and it is possible that in some cases the Scheme Manager will decide to provide no benefit.

If your request for assistance is accepted by the Scheme Manager you will be eligible to receive benefit payments from the Scheme in the following situations (up to the limits set by the Scheme and published from time to time):

- ✓ The cost of dental treatment by any dentist up to a maximum of £10,000 for any one incident of dental trauma
- ✓ The cost of:
  - emergency call-outs
  - pain relief or emergency temporary treatment
- ✓ A specified amount for each complete 24-hour period of hospitalisation wholly or partly under the care of a consultant who specialises in dental or maxillofacial surgery
- ✓ A specified amount if you are diagnosed with oral cancer and this is the primary cancer site

You will also have 24 hour access to a worldwide dental emergency helpline.

Please refer to the Worldwide Dental Emergency Assistance Scheme Handbook for full details.

The Worldwide Dental Emergency Assistance Scheme is operated by Worldwide Assistance Ltd (Company No. 10907861), a company registered in England and Wales.

Registered Office: Cambrian Works, Gobowen Rd, Oswestry, Shropshire SY11 1HS.

**The Worldwide Dental Emergency Assistance Scheme is NOT an insurance product and is NOT regulated by the Financial Conduct Authority.**

