



Patient Payment Policy

This policy describes the practice procedure for advising patients of the fees payable for their dental care and for collecting payments.

Our promise to you:

We try to make payment as straight forward as possible.

We promise to be clear and transparent about costs, by providing a written estimate and treatment plan at the beginning of your treatment.

We understand that paying upfront may not always be possible where a course of treatment will be ongoing for a period of time. We therefore offer affordable monthly payment plans for patients who require this.

We are committed to ensuring that patients are given sufficient information about the costs associated with their care to allow them to make informed decisions. Where changes to treatment are agreed with a patient, we ensure that any cost implications are explained.

An indicative price list of treatments is available on our website

Information on Fees

Before any treatment is undertaken, the treatment options and associated costs are explained in full to the patient in a way that the patient understands. The patient is allowed time to consider the information provided and to ask for clarification if required.

NHS - In the case of NHS patients, any fees incurred (replacement retainers or sundries for example) are paid for when the item is ordered or purchased.

Private Patients - Payment in full is expected before treatment starts for one off procedures. For longer treatment plans, payment can be tailored to individual needs. An estimated quote is provided to patients before the treatment commences. Once the quote is accepted, a contract is signed. Payment in full or an agreed deposit followed by monthly standing order is expected before treatment starts. Payment is by own funds or Tabeo (or similar credit providing company). For standing orders, payments are scheduled to finish before treatment is due to finish. Should active treatment be completed prior to when the standing order payments are due to end, the remaining balance must be paid in full.



Costs are reviewed every year and updated according to the prevailing economic conditions in the context of our business requirements as set out here. The latest pricing structure is always available on our website.

Outstanding payments

A regular check of the treatments provided against the payments received is undertaken by the team and if there are fees outstanding after the last visit, the practice will contact you either by telephone or email, or both, to request payment. Reasonable steps will be taken to collect outstanding fees before a third-party agent is instructed or legal action is initiated.

If the patient has a complaint about the treatment provided, this is taken very seriously and will be fully taken into account.

SUTTON ORTHODONTICS LIMITED trading as Sutton Orthodontics with its registered address at 103 Brighton Road, Sutton, SM2 5SJ is authorised and regulated by the Financial Conduct Authority and is entered on the Financial Services Register, reference number 11382349.