



Mint Membership Plan: Mint Dental Hygiene Plan Terms & Conditions

Introduction

Welcome to the Mint Dental Hygiene Plan ("Plan"). These Terms and Conditions ("Terms") outline the rules and guidelines for your membership. By joining, you agree to be bound by these Terms, so please read them carefully. If you disagree with any part of these Terms, please do not join the Plan.

Plan Overview

1. **Plan Duration:** The Plan is a 12-month membership that offers specific treatments and discounts (outlined in Section 3: "Plan Benefits") at Mint Dental Hygiene.
2. **Automatic Renewal:** The Plan will automatically renew for another 12 months unless you cancel or notify us in writing before the end of the current term. We'll send you a reminder 30 days before your renewal date.
3. **Eligibility:** You can only join the membership after completing the new patient appointment.

Activation and Benefits

1. **Activation:** Your Plan will be activated only after your first payment is successfully processed. You won't be able to use any benefits until the payment is confirmed.
2. **Payment Requirements:** All appointments and treatments under the Plan must be paid for in advance or covered by your membership credit.
3. **Plan Benefits:** During your 12-month membership, depending on the plan selected, you are entitled to:
 - Two or four existing patient 40-45 minute hygiene appointments.
 - 10% off oral hygiene products.
4. **Suitability:** The Plan may not be suitable for every patient. Your dental hygienist will advise if it's the right option for you.
5. **Additional Fees:** If you need advanced, extra hygiene care or radiographs, additional fees may apply. You'll be informed of any extra charges before treatment.
6. **Benefit Use:** It's your responsibility to use your benefits within the 12-month term. Benefits cannot be transferred or carried over to the next term.

Registration and Patient Portal

1. **Contact Information:** When joining, you must provide a valid email address ("contact details").
2. **Updating Contact Details:** Please notify us in writing if your contact details change. Not updating your information may result in missed communications, including renewal reminders.

Term and Renewal

1. Plan Term: Your Plan and its benefits are valid for 12 months from the date of sign-up.
2. Commitment: By joining, you commit to the full 12-month term.
3. Cancellation: If you cancel before the end of the 12 months, no refunds will be provided, and any remaining payments will still be due.
4. Automatic Renewal: The Plan will renew automatically after each 12-month period. If you do not want to renew, please email us at info@mintdentalhygiene.co.nz at least 30 days before your renewal date.

Pricing

1. Plan Price: You'll be informed of the total amount payable for your 12-month Plan ("Plan Price") before you register.
2. Price Changes: We reserve the right to change the Plan Price at any time. Any changes will apply to renewed plans. You'll be informed of any price changes during the renewal process.
3. Retrospective Purchase: In some cases, you may purchase the Plan within 24 hours of your initial hygiene appointment, but this is at our discretion and not all patients are eligible.

Payment

1. Membership Payment: The Plan is a 12-month membership paid monthly by direct debit from your credit or debit card via GoCardless.
2. Payment Schedule: Automatic payments will be debited monthly. The payment schedule selected cannot be changed once set.
3. Payment Confirmation: Your Plan will be activated only after the first payment is successfully processed. If payment fails, you won't be eligible for any benefits.
4. Failed Payments: We will automatically retry processing failed payments up to three times. If payment still fails, we'll contact you for an alternative payment method.
5. Non-Payment: We reserve the right to cancel your Plan for non-payment. In such cases, no refund will be given, and any outstanding payments will remain due.

Cancellation and Refunds

1. How to Cancel: You can cancel your Plan at any time by providing written notice to Mint Dental Hygiene and GoCrdless.
2. Cooling-off Period: If you cancel within 7 days of joining or renewing ("Cooling-off Period"), you'll be liable for the full cost of any benefits used before cancellation.
3. Post-Cooling-off Period Cancellation: If you cancel after the Cooling-off Period or if we cancel your Plan for non-payment, you'll be liable for:
 - The unpaid balance of the remaining Plan Price, or
 - The full cost of any benefits used, minus any payments made to date.

4. Outstanding Payments: We'll notify you of any outstanding amount due upon cancellation. You authorize us to charge this amount using your registered payment method.

10% Discount Limitations

1. Product Discounts: The 10% discount on products cannot be combined with other offers or promotions.
2. Non-Transferability: The discount applies only to the patient holding the Plan and cannot be transferred to another person.

Data Retention and Deletion

1. Data Use: We retain personal information as long as necessary for:
 - Providing your Mint Dental Hygiene Plan service.
 - Automatically renewing your Plan.
 - Business audits, legal obligations, and resolving disputes.
 - Improving our services and offerings.
2. Data Deletion: We will delete your data upon request unless legally required to retain it. Please contact us at info@mintdentalhygiene.co.nz for any data-related queries.

Governing Law

These Terms are governed by the laws of New Zealand. Any disputes will be resolved in the courts of New Zealand.

Amendments

We reserve the right to amend these Terms at any time. If we make any significant changes, we'll notify you using the contact details provided. Continued use of the Plan after changes take effect means you accept the amended Terms. If you do not agree to the changes, you may cancel your Plan.

Other Important Terms

1. Non-Transferability: The Plan is non-transferable and cannot be redeemed for cash.
2. Plan Validity: Benefits are valid for 12 months only and cannot be carried over to subsequent Plans.
3. Contact Details: You are responsible for keeping your contact information up to date. We are not liable for missed communications due to outdated contact details.
4. Appointment Changes: You may reschedule appointments according to your participating practice's cancellation policy. Please contact them for details.
5. Missed Appointments: If you fail to cancel an appointment without giving at least 24 hours' notice, it's at our discretion whether the treatment will remain unredeemed under the Plan.

