

General Conditions

These general conditions are applicable as of 1 January 2017 and have been posted on the website of our practice:

Appointments, information and/or questions

Reachability - Current telephone number(s) and other ways to reach us are available on our website.

Pain symptoms - Call in the event of acute pain the number for urgent care available on our website or follow the instructions on the answering machine.

Opening hours and directions - The current details have been published on our website.

Changes in personal data - Please inform us by email or post of address changes and changes in other relevant details.

Cancellation of appointments

Cancel/reschedule appointments - The patient can cancel and/or reschedule an appointment free of charge until 48 hours prior to the treatment.

Cost of appointments that have not been cancelled (in time) - If an appointment has not been cancelled in time, the practice reserves the right to charge the scheduled time with a minimum of € 35,-.

Cancellation method - Appointments may be cancelled in accordance with the current instructions on our website.

Service reminder - If you're used to receive a reminder of the appointment by text message or email, you should consider this as an additional service. This explicitly does not entitle the client to any claim for not or incorrectly receiving the reminder. The client is always responsible for keeping an appointment.

Other conditions

Third parties - The practice shall be entitled to engage third parties for carrying out the treatment agreement. The practice shall exercise the utmost care in its choice of this third party and, if this is reasonably possible, shall consult with the client in advance, such with the exception of observers and dental technicians.

Personal effects - The practice is not liable for any loss of personal effects in the waiting room or other rooms.

Pets - Bringing your pet(s) to the appointment is not allowed, unless it concerns an assistance dog.

Visual material - It is not permitted to take selfies, photographs or videos in the waiting room and practice area of the practice without asking.

Tariffs and payment

Tariffs - The tariffs for treatment charged by the practice have been approved or established by the Dutch health authority, Nederlandse Zorgautoriteit (hereinafter referred to as 'NZa'). Current tariffs are available on our website.

Estimate of treatment costs - The client or his/her legal representative will be informed in advance in the event that the amount of the treatment costs will exceed € 250,-. This estimate is always saved on the client card and may be accessed at any time upon request.

Estimate in the event of acute pain - In this case, the treatment may exceptionally take place without giving the client an estimate of the costs in advance.

Treatment costs made - Any treatment costs made, inclusive of charges for technical equipment and material, shall be charged to and are payable by the client. Irrespective of whether these costs are entirely or partially reimbursed by the healthcare insurer. The costs incurred that are charged for the treatment may deviate from the estimate.

Costs for the treatment of minors - The costs for the treatment of minors shall be charged to and are payable by the legal representative(s). The legal representative shall also be responsible for keeping the appointments made for the treatment of the minor.

Invoices - We refer to our website under the heading 'Tariffs' for more information on our method of transmission of invoices.

Payment term - The payment of invoices has to be received by the practice within 21 days as of the date of invoice, unless otherwise agreed. Any settlement or deduction is not permitted. Payment shall take place by transfer to the bank account number stated on the invoice.

Advance payment - The practice is entitled to require the costs to be entirely or partially paid in advance in the event that the practice believes that there is reason to do so. This shall take place with due respect for the NZa rules.

Collection costs - Any legal and other costs in relation to the collection of the amounts invoiced shall be at the expense of the patient.

Complaint procedure

Complaints about invoices - Complaints about invoices have to be submitted within 14 days as of the date of invoice. Current instructions are available on our website.

Complaint handling - Complaints about the execution of the treatment agreement must be clearly and concisely described and have to be submitted within a reasonable term. Instructions about the complaint procedure are available on our website.

Receiving and handling complaints - Upon receipt of a complaint form, the sender will receive a receipt confirmation within 7 working days. The complaint will be processed within 21 days as from the date of receipt thereof.