

MTR Terms and conditions

We offer a purely extraction only service.

It may be possible that the tooth/teeth giving you problems can be saved, however this is a service you will have to seek from your own NHS or Private Dentist. A filling or root canal treatment will not be offered.

We do not yet offer sedation or general anaesthetic.

Booking

To book an appointment, 100% of the simple extraction charge must be paid in advance. If it turns out that your tooth is more difficult to extract or requires surgical extraction there will be a further charge to reflect this. You will be informed of this and payment must be made on the same day.

Late or failed appointments

Appointments can be cancelled up to 24h in advance and you will receive a full refund. The full charge paid will be kept by the service should you fail to cancel your appointment within 24h or if you don't turn up to your appointment or are late for your appointment.

Our telephone service allows you to leave a message 24h a day should you need to cancel or change your appointment.

We will offer partial refunds in the following 2 cases:

1. If after examination and assessment by ourselves you change your mind and do not wish to have the tooth extracted you will be refunded 25% of the charge.
2. We will make every effort to only offer you an appointment if we feel you are suitable for us to remove your tooth in our practice. If it turns out that we are unable to extract your tooth on the day (for example because of your medical conditions or complexity) you will be refunded 50% of the charge taken.

Aftercare

We will give you full instructions as to how best to look after yourself after having a tooth out. If however you develop any problems please contact us for advice. If you need to attend the service for further care to do with the initial problem such as dressing of the socket you will not be charged any further fees.

A copy of the aftercare instructions are also available on our website.

If we are unable to answer your call, our telephone service allows you to leave a message 24h a day. We aim to return your call as soon as possible the next working day.

If you develop severe pain or uncontrollable bleeding, you must attend A&E department.