

QO Fair Pricing Policy

At Queensway Orthodontics we are committed to fair and transparent pricing. Our promise is to provide you with the best care we can at a cost that allows us to:

1. Pay our team fairly .
2. Continue to train and develop our skills.
3. Use high-quality materials and the latest technology ensuring that these are sourced locally (where possible) and from ethical suppliers.
4. Ensure a safe and effective environment and protocols for patients, team and community complying with the highest regulatory standards.
5. Make investments and improvements to facilities and equipment,
6. Continue to support our CSR agenda supporting local and global charities and communities as well as reducing our negative impact on the planet.
7. Run a sustainable business to ensure we continue to be successful and able to offer continuing care for our patients.

Costs are reviewed every year and updated according to the prevailing economic conditions in the context our business requirements as set out here. The latest pricing structure is always available on our website and the terms of existing quotations and for patients currently under treatment will always remain unchanged.

We will continue to review (yearly) our payment plans to ensure these offer the best value to patients and take into account the needs to make treatment affordable for patients wishing to access treatment.

We want you to be fully aware of the treatment we are proposing, the reason why we are proposing it and of the fees that you will pay before treatment starts. We also want you to be aware of when your fees will be due.

To do this we will:

- Display a fee guide on our website
- Discuss with you the treatment we think is necessary, the reasons why and provide information about your treatment.
- Provide a treatment plan which will include estimated costs for each patient before treatment starts.
- Provide a new treatment plan with updated fees if the treatment needs to change for any reason.