Fees, payments and refunds

Approved policy | Web edition updated 22 November 2026

Blue Dental Care explains treatment options and costs before care begins. We will tell you which treatment is NHS or private, give you time to ask questions and explain any agreed changes to the treatment plan or estimate.

NHS charges in England

The following charges apply from 1 April 2026 to patients who pay NHS dental charges. The charge depends on the course of treatment, rather than the number of visits.

Course	Charge	Examples of what is covered
Urgent or emergency	£27.90	The urgent assessment and treatment needed for that course.
Band 1	£27.90	Examination, diagnosis, advice and clinically necessary preventive care, including X-rays where needed.
Band 2	£76.60	Everything in Band 1, plus treatment such as fillings, root canal treatment and extractions.
Band 3	£332.10	Everything in Bands 1 and 2, plus crowns, dentures, bridges and other laboratory work.

Urgent care and later treatment

A separate NHS urgent course normally carries the urgent charge. If that course needs more than one appointment, it is not a new charge at each visit.

Further routine treatment arranged as a separate course may attract its own full NHS band charge. The urgent charge is not automatically credited against that later charge. Your dentist will explain how the rules apply, including where care forms part of an existing course or qualifies for aftercare.

Full band information and help with costs are available on the NHS website, formerly NHS Choices: NHS dental charges and help with costs.

Estimates and payment

We explain the proposed treatment and cost before you agree to it. We provide a written treatment plan where required, including NHS Band 2 or Band 3 treatment and any agreed private treatment. If the plan changes, we explain the revised cost before proceeding.

We accept cash and card, but not cheques. For online or telephone bookings, we invite payment through an online portal or send a payment link by SMS. Full payment is required at booking for every private appointment. NHS charging arrangements are separate, as explained below.

If you may qualify for free or reduced-cost NHS treatment, please tell us and check the NHS eligibility rules. You are responsible for the accuracy of any exemption declaration.

Cancellations and refunds

We do not charge a fee for missed NHS appointments. NHS advance payments must not be retained as a missed-appointment penalty. We do not require an NHS deposit before assessing your mouth and teeth or checking your symptoms.

For private appointments cancelled with at least 24 hours’ notice, we normally process a requested refund within seven days of your request. You can instead choose to keep the money as credit for future appointments. You may also rearrange with at least 24 hours’ notice. Payment-provider processing may affect when funds appear in your account.

If you give less than 24 hours’ notice or miss a private appointment, the full appointment payment is forfeited and is not refunded or transferred to another date. These terms are explained at booking. The only substitution offered is for a friend or relative to attend an agreed hygiene cleaning in the same slot, as explained in our cancellation policy.

If treatment is changed or stopped, we will explain charges for treatment already provided, any properly agreed costs and any refund due. This policy does not limit your statutory rights.

Questions about a bill

Please speak to reception or telephone 020 7274 3085 if you need an explanation of a charge or have difficulty paying. We can explain your account and discuss the next step.

For account enquiries, email mail@bluedentalcare.co.uk. For an unresolved complaint, email complaints@bluedentalcare.co.uk or use another route in our complaints procedure.

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