Sands End
DENTAL & FACE STUDIO

REFER A FRIEND PROGRAMME

TERMS & CONDITIONS

A simple thank-you for recommending Sands End to friends and family

Many of our patients come to us through personal recommendations. When an eligible person you refer becomes a qualifying Sands End member, we will add a £50 Sands End Care Credit to your account for eligible future care. These Terms explain how the programme works.

1. Who can take part?

The Refer a Friend Programme is available to existing Sands End patients. The person being referred must be a new adult patient aged 18 or over who has not previously attended Sands End.

The referring patient must be identified at registration or before the referred patient's first New Patient Examination. Self-referrals do not qualify. Referrals cannot be added retrospectively after the referred patient's New Patient Examination has taken place.

2. When does a referral qualify?

A referral qualifies when the referred patient has completed their New Patient Examination and joined an eligible Sands End membership plan. The referred member's first membership payment must have been successfully collected before the referral credit is issued.

For a new household or family membership, the maximum referral credit is £50 for that qualifying household or family membership.

3. £50 Sands End Care Credit

For each qualifying referral, the referring patient will receive a £50 Sands End Care Credit. The credit will normally be added to the referring patient's account within 14 working days after the referral has qualified.

- has no cash value and is non-transferable
- cannot be applied retrospectively to treatment already completed, commenced or invoiced
- cannot be used towards membership subscriptions, deposits, cancellation or missed appointment charges, third-party finance payments, or the purchase of products unless expressly agreed by Sands End
- may be used towards eligible future care at Sands End
- may accumulate, but a maximum of £100 of referral credit may be redeemed against any single course of treatment
- cannot be earned through self-referral

4. Eligible treatment and exclusions

"Eligible Treatment" means treatment or services which Sands End confirms are eligible for redemption of Care Credit at the time the relevant treatment plan or appointment is agreed.

Sands End may exclude particular treatments, services, clinicians, products, packages, promotional offers or categories of care from redemption of Care Credit. This may include treatments involving significant third-party laboratory, material or external provider costs.

Eligibility for redemption of Care Credit is determined separately from clinical suitability for treatment. All treatment remains subject to appropriate clinical assessment.

Any applicable exclusion will be communicated before the relevant treatment is agreed or booked.

Referral credit cannot be combined with another discount, credit, offer or promotion unless Sands End expressly confirms otherwise.

5. What does the referred patient receive?

The referred patient receives the standard New Patient proposition available at the time and may receive a complimentary digital smile scan where appropriate.

The referred patient may also be eligible for any New Patient, membership or other promotional benefits available at the time they qualify, subject to the separate terms and eligibility criteria applying to those benefits.

Any complimentary examination, examination credit, digital smile scan or other New Patient benefit is subject to the offer being available at the relevant time and does not form part of, or create an entitlement under, the Refer a Friend Programme unless expressly stated otherwise.

6. Sharing a friend's details

Please only provide another person's contact details where you have their permission to share those details with Sands End for the purpose of the referral. The referral form asks the referring patient to confirm that they have the referred person's approval to share their contact information.

Personal information submitted through the referral programme will be handled in accordance with the Sands End Privacy Policy.

7. Misuse of the programme

The programme is intended as a thank-you to existing patients who genuinely recommend Sands End to friends or family. We may refuse or withdraw a referral credit where we reasonably believe that the eligibility conditions have not been met, the programme has been misused, a referral is fraudulent or misleading, or a credit has been issued in error.

8. Changes to the programme

Sands End may amend, suspend or withdraw the Refer a Friend Programme for future referrals on reasonable notice. Credits already validly earned will not be affected. Referral benefits cannot be combined with another referral-specific promotion unless expressly stated. Any qualifying referral submitted before the effective date of a change will normally be governed by the Terms in force when that referral was submitted. Care Credit already validly earned will remain subject to the redemption conditions and expiry date applicable when it was issued.

9. Relationship with other Sands End terms

Where the referral involves a Sands End membership plan, the applicable Membership Terms & Conditions also apply. If there is any inconsistency concerning membership eligibility, payments or membership benefits, the Membership Terms & Conditions will apply to those membership matters. These Terms govern the Refer a Friend Programme only. All dental and facial aesthetics appointments and treatment remain subject to Sands End's applicable treatment terms, Appointment & Cancellation Policy, Privacy Policy and any treatment-specific terms provided to the patient.

If there is any inconsistency:

- these Referral Terms will apply to the earning, expiry and redemption of Referral Care Credit;
- the Membership Terms & Conditions will apply to membership eligibility, membership payments and membership benefits;

- the Appointment & Cancellation Policy will apply to appointment deposits, cancellations, late cancellations and missed appointments; and
- applicable treatment-specific terms will apply to the treatment itself.

10. Expiry of Care Credit

Referral Care Credit is valid for 12 months from the date it is issued. Any unused balance will automatically expire at the end of that period and cannot be reinstated, exchanged for cash or transferred, except where Sands End agrees otherwise in exceptional circumstances. The expiry date will be recorded against the patient's account.

11. Questions

If you have any questions about a referral, whether a referral has qualified or how a Sands End Care Credit may be used, please contact the Sands End team using the contact details published on our website.

Nothing in these Terms affects your statutory rights.

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