



Terms & Conditions for Dental Practices

1. Acceptance of Terms

These Terms and Conditions govern all services supplied by CoverDent Ltd ("CoverDent") to dental practices ("the Practice"). By requesting, accepting, confirming or proceeding with a booking, or by continuing to use CoverDent's services after receipt of these Terms and Conditions, the practice is deemed to have accepted these Terms in full. No signature is required. Receipt of these terms, together with the practice's continued use of CoverDent's services or acceptance of a booking, constitutes acceptance of this agreement. If the Practice does not agree to these Terms,

2. Company Details

CoverDent Ltd Email: contact@coverdent.com Telephone: +44 7869 568250

3. Definitions

'Agency' means CoverDent Ltd. 'Practice' means the dental practice requesting services. 'Worker' means any dental nurse, dentist, hygienist, therapist, technician or other temporary worker supplied by CoverDent. 'Booking' means any confirmed request for temporary staffing services.

4. Services

CoverDent supplies temporary dental professionals, including dental nurses, dentists, hygienists, therapists and technicians, to practices throughout the United Kingdom. CoverDent will use reasonable endeavours to source appropriately qualified professionals but cannot guarantee

5. Compliance

Every professional supplied by CoverDent undergoes appropriate compliance checks before being offered work where applicable. These may include identity verification, Right to Work checks, DBS clearance, professional registration verification, reference checks, indemnity insurance, CPD records, immunisation evidence, safeguarding, health and safety training and any additional documentation required by GDC and CQC standards. Copies of relevant compliance documentation may be made available upon reasonable request.

6. Bookings

Bookings may be made by telephone, email or WhatsApp. Once CoverDent confirms acceptance of a booking, the booking becomes binding under these Terms. CoverDent will send confirmation to both the Practice and the Worker containing the agreed date, hours, location and any special instructions.

7. Practice Responsibilities

The Practice shall provide a safe working environment, adequate induction, access to equipment, PPE and clinical systems, and comply with all legal obligations relating to health and safety, safeguarding, CQC requirements and patient care. The Practice retains responsibility for clinical governance and patient care during the booking.

8. Payment

Invoices are payable within seven (7) days unless otherwise agreed in writing. CoverDent reserves the right to charge statutory interest and reasonable recovery costs on overdue invoices. The Practice agrees that failure to dispute an invoice within five working days constitutes acceptance of the charges.

9. Cancellations

Cancellation charges may apply where confirmed bookings are cancelled at short notice. CoverDent will notify the Practice of any applicable cancellation charge at the time of cancellation in accordance with its current cancellation policy.

10. Replacement of Workers

Where reasonably practicable, CoverDent will endeavour to provide a suitable replacement if a Worker becomes unavailable before or during a booking. Whilst every effort will be made to minimise disruption, CoverDent cannot guarantee replacement availability at short notice.

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11. Direct Engagement

The Practice acknowledges that CoverDent invests substantial time and expense in recruiting, vetting and training Workers. If the Practice directly employs, engages or introduces a Worker supplied by CoverDent, whether directly or indirectly, within 12 months of the most recent booking, CoverDent reserves the right to charge an introduction fee. This applies whether the engagement is permanent, temporary, self-employed or through another agency.

12. Worker Status

Unless expressly agreed otherwise, Workers supplied by CoverDent remain engaged by CoverDent under their own contractual arrangements. Nothing in these Terms creates an employment relationship between the Practice and the Worker.

13. Liability

CoverDent exercises reasonable care when selecting Workers but cannot supervise their day-to-day activities within the Practice. The Practice remains responsible for patient care, clinical decisions, supervision where appropriate and compliance with all applicable legislation. CoverDent shall not be liable for indirect or consequential loss, loss of profit or business interruption except where liability cannot be excluded by law.

14. Indemnity

The Practice agrees to indemnify CoverDent against losses, claims, liabilities or costs arising from the Practice's breach of these Terms, negligence, unsafe working environment or failure to comply with legal obligations.

15. Insurance

The Practice shall maintain appropriate employers', public liability and professional insurance where required. CoverDent expects Workers to maintain any professional indemnity required for their role.

16. Confidentiality

Both parties shall keep confidential all commercial, operational and personal information obtained during the course of bookings except where disclosure is required by law.

17. Data Protection

Both parties shall comply with UK GDPR, the Data Protection Act 2018 and all applicable privacy legislation. Personal data shall only be processed for lawful purposes connected with bookings.

18. Health & Safety

The Practice shall provide a safe workplace, suitable equipment, PPE, emergency procedures and site induction. Any significant risks must be communicated before the booking commences.

19. Force Majeure

Neither party shall be liable for delay or failure to perform obligations caused by events beyond their reasonable control, including severe weather, industrial action, pandemic, power failure or governmental action.

20. Complaints

Any concerns regarding a Worker should be reported to CoverDent as soon as reasonably practicable so they can be investigated promptly.

21. Termination

Either party may cease future bookings at any time. Termination does not affect outstanding invoices, introduction fees or obligations that survive termination.

22. Notices

Formal notices should be sent to contact@coverdent.com unless another address has been notified in writing.

23. Severability

If any provision is found unenforceable, the remaining provisions shall remain in full force and effect.

24. No Waiver

Failure to enforce any provision shall not constitute a waiver of future enforcement.

25. Dispute Resolution

The parties shall first seek to resolve disputes through good-faith negotiation. If unresolved, disputes may be referred to mediation before court proceedings where appropriate.

26. Governing Law

These Terms are governed by the laws of England and Wales and subject to the exclusive jurisdiction of the courts of England and Wales.

Typical Compliance Documentation CoverDent may hold or verify, where applicable: Right to Work, proof of identity, DBS certificate, GDC registration, professional qualifications, CPD records, references, immunisation records, safeguarding training, basic life support training, professional indemnity and any additional documentation reasonably required by clients or regulators.