

CosMediSmile

CosMediSmile Terms & Conditions & Disclaimer

Please ensure you read thoroughly and acknowledge all points detailed below, accept and submit., Every CosMediSmile (Consulting) Pty Ltd (“CosMediSmile”) Client (“Client”) is accepted by CosMediSmile subject to the following Terms and Conditions.

The Client understands and acknowledges that:

1. CosMediSmile is a “Medical and Dental Tourism” Facilitator and in providing any dental information to the Client, relies on information supplied by the Dental Clinics and Facilities in Australia that CosMediSmile is accredited with. CosMediSmile provides this information to the Client on behalf of those Clinics and Facilities in good faith, however, this must not be construed as CosMediSmile offering or providing dental treatment advice. Regardless of the wording, no information expressed in this document or any associated documentation is to be interpreted as CosMediSmile or its personnel offering or providing dental advice or recommendations. We highly recommend that the Client obtains independent dental advice or a consultation from an appropriately qualified Dental Practitioner, in relation to any treatment that is being considered and that the Client has consented CosMediSmile to coordinate.
2. CosMediSmile does not have a financial interest in any of its participating Dental Clinics and Facilities.
3. Client confidentiality is acknowledged by CosMediSmile. Client information is collected for use by CosMediSmile and its associated Dental Clinics and Facilities on behalf of the Client and will not be released to any other third party without the express permission of the Client. *(See Privacy Policy On Website)*
4. The initial enquiry, consultation with CosMeditour, assessment treatment evaluation is free of charge to the Client.
5. A CosMediSmile Online Assessment Form, with all past and current medical and dental information, must be submitted to begin the assessment review process. In some cases, an OPG will be required.
6. A non refundable deposit of \$1000 or \$2000 (depending on package) is payable to CosMediSmile to secure a treatment start date.
7. During the initial enquiry, consultation and assessment, dental requirements are discussed and reviewed and all fair and reasonable unbiased comments are discussed. CosMediSmile does not guarantee the experience and overall outcome if the Client decides to proceed.
8. Listed Dental Package (with or without accommodation) Prices for Veneers, Crowns and Invisalign on the CosMediSmile website and other marketing channels, and discussions during initial enquiries and/or consultations are indicative prices. Prices listed are in Australian Dollars(AUD), are current at the time of publication and subject to change by the Clinics. Some packages will have accommodation.
9. Final costs will be confirmed in a face-to-face consultation and examination with the Dental Specialist, where additional procedures, modifications are discussed, the final price is set.
10. It is recommended that the Client researches the treatment they are seeking. There is no treatment guarantee to a Client that does not maintain and not limited to; personal dental hygiene, regular check-ups, grinding, continued smoking.
11. The Client acknowledges that in the event of, for whatever reason, the client deems necessary to return to the Dental Clinic, and if any further treatments or corrections may be required, this will be discussed and determined directly by the Clinic Dental Specialist on a case by case basis. Any complaints must also be communicated directly to the dental clinic.

12. The Dental Clinic or Specialist reserves the right to deny any treatments, if a scheduled appointment time is not met without advice by the Client of the cancellation. Any subsequent appointments may also be cancelled.
13. If the Client is not comfortable with the final likely treatment plan, following in chair consultation and examination with the Dental Specialist, it is in the Client's best interests to discuss thoroughly with the Specialist at this time. Following this examination and treatment discussion, the Client, either proceeding or not, will be required to sign off with various paperwork.
14. CosMediSmile Packages with accommodation options with it's preferred hotels, will vary depending on the travel dates and availability.
15. All flights and other travel arrangements must be booked and purchased by the Client and must adhere to the scheduled dental appointment dates and times.
16. **COVID:** It is important that clients find out about travel [restrictions and conditions](#) prior to booking travel. The Australian aviation industry has developed [Domestic Passenger Journey Protocols](#). These protocols provide clear and consistent guidance to reduce the risk of COVID-19 in domestic airports and on aircraft.
17. CosMediSmile will request post treatment photographs and testimonials from Clients following completion of treatments. Only with the clients' approval, to be used for social media and website promotion.
18. The Client must read and understand all information and any forms provided by CosMediSmile and sign and submit where required, prior to any finalisation of arrangements. If the Client does not understand any item, the Client should seek clarification from the CosMediSmile consultant.

DISCLAIMER

19. **CosMediSmile Website Material**
Website information is derived from a variety of sources and as such, CosMediSmile is not responsible or liable for any inaccuracies or omissions as a result of information received from third parties. CosMediSmile does not advocate any specific technique or philosophy of dental treatment, nor does it endorse any dental treatments whatsoever. CosMediSmile does not warrant that the information or material on this website is entirely free from error or omissions.
20. **Liability**
CosMediSmile does not guarantee the outcome or any results of the Client's treatments performed by any Dental Clinic or Specialist. CosMediSmile is a "facilitator and organiser" only, assisting Clients after they have chosen and confirmed to proceed with dental treatments, by organising arrangements for treatment dates, travel and accommodation only. CosMediSmile does not accept any liability in contract or in tort for any miscommunication, misunderstanding, injury, damage, communication delays by the Clinics, loss, delay, treatment outcomes, additional expenses incurred or inconvenience caused directly or indirectly by force majeure, unanticipated or uncontrollable event or effect on our part or directly or indirectly in connection with any dental arrangement organised by CosMediSmile on the Client's behalf. The Client agrees to release, defend and hold harmless CosMediSmile and its officers, employees and agents from all and any such liability and indemnify each of them and CosMediSmile severally against any claims that may be made by or through the Client related to CosMediSmile and its offices, employees and agents and/or any use of the Website or Facebook page or other CosMediSmile medium in any manner.