

FAQ — Employers & Organisers

Answers to the most common questions from HR managers, office managers and wellbeing leads.

Q: How much does it cost?

A: Appointments are £50 per employee when three or more are seen on the same visit. If fewer than three employees take part, the cost is £80 per person. There are no travel charges, no hidden costs, and no minimum contract.

Q: Who gets invoiced?

A: That depends on the model you choose. For company-funded visits, one itemised invoice is sent to the business after the visit. For employee self-pay visits, individual invoices are emailed directly to each employee. Either way, invoicing is handled by us — there's nothing for you to administer.

Q: What room do we need to provide?

A: We need a private room for the duration of the visit — a meeting room, boardroom or first aid room works perfectly. The room should be available solely to us for the duration of the visit. We bring everything ourselves: a portable reclining dental chair and unit, all clinical equipment and materials.

Q: How long does each appointment take?

A: Each appointment is 30 minutes long. We set up and pack away ourselves and work back-to-back with no gaps needed between employees — except for a 30 minute lunch break, usually at 12pm, but this is flexible.

Q: How do employees book their slot?

A: Once a date is confirmed, we provide you with a booking link to share with your team. Employees book directly onto our system — no spreadsheet or manual coordination needed on your part.

Q: What if we don't get enough sign-ups?

A: The minimum for the £50 rate is 3 employees. We recommend circulating the internal announcement email template at least two weeks before the visit. In our experience, once employees hear about the service, uptake usually reaches the threshold quickly. If numbers are tight, a reminder email a few days before the booking deadline usually helps.

Q: Can we offer this as a recurring benefit?

A: Yes — and many companies do. We can organise visits on whatever schedule suits your business: monthly, quarterly, twice a year, or annually. There's no minimum commitment and no contract required.

Q: Is The Sparkle Fairy insured and regulated?

A: Yes. We are GDC registered (General Dental Council), CQC regulated (Care Quality Commission), DBS checked, and hold full professional indemnity insurance. Credentials are available on request.

Q: What happens if an employee needs to cancel?

A: Employees can reschedule or cancel their individual slot directly through the booking system. If the total number of employees drops below three before the visit, we'll be in touch to discuss options.

Still have a question?

Get in touch — we're happy to talk through anything before you commit.

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