



# Ilam Medical Centre

## Terms and Conditions of Trade

The following Terms of Trade apply to services provided by Ilam Medical Centre to its patients.

1. Unless otherwise agreed, **all services are expected to be paid for on the date of service.**
2. A current price list is displayed on the wall in the Reception area and on the website. Prices quoted for services may be adjusted from time to time, and the customer hereby agrees to pay any such adjusted price, e.g. in instances where cost of goods increases, government surcharges increases, errors or omissions by Ilam Medical Centre or its representatives. Prices include GST unless otherwise stated.
3. No staff member at Ilam Medical Centre may agree to other terms than as written in this contract.
4. Payment is accepted in the form of cash, EFTPOS, credit card or direct credit.
5. Where payment is not made on the day, a \$10 administration fee will apply. Full payment of account & admin fee shall be made within 7 days of invoice/service.
6. We reserve the right to require payment before booking to ensure payment, this may apply to:
  - Visitors/ Casual patient – non enrolled patients
  - First appointment for new patients
  - Those who have an outstanding account
  - Those who have had a previous debt with us.
7. Ilam Medical Centre may withhold further provision of service where there is any outstanding amount due, except in an emergency.
8. Where patients are in breach of agreed payment terms, we may disclose this information to debt collection agencies and legal proceedings may follow. This may result in your name and address being entered into the Computer Bureau default listing which will have an impact on your credit rating.
9. Interest may be charged on overdue accounts at a rate to be decided by Ilam Medical Centre from time to time.
10. Collection fees and costs incurred to recover outstanding monies will be payable by the customer.
11. Ilam Medical Centre may disclose my personal information for debt collection, repossession, credit reporting and other similar purposes.
12. Termination of the contract may apply where there is non-payment without prejudice to any claims Ilam Medical Centre Limited may have.
13. Variations to the Terms of Trade may occur from time to time, and Ilam Medical Centre will notify the patient by way of invoice – receipt of which shall be deemed to be acceptance by the patient.
14. A cancellation fee may be charged if you fail to keep an appointment or give less than 2 hours notice of cancellation. The fee will at the standard consult rate for the time booked.

### Signatory details:

Full name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Signature \_\_\_\_\_ Date: \_\_\_\_\_

- ☐ Self signing  
☐ Authority

*An authority has the legal right to sign for another person if for some reason they are unable to consent on their own behalf (e.g. parent of a child under 16 years of age).*