

Patient Terms and Conditions of Trade

1. Any changes to the Terms and Conditions of Trade need to be agreed to in writing.
2. No staff member of Leeston Medical Centre may agree to any terms other than as written in this contract.
3. Prices include GST unless otherwise stated.
4. 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 increase, errors or omissions by Leeston Medical Centre or its representatives.
5. All services must be paid for at the time of service unless prior arrangements have been made. **A \$6 fee will apply if the account is not settled at the time of service.**
6. Where payment has been deferred by prior agreement, the payment needs to be in our bank account before end of the month, following the invoice date. **An additional administration fee of \$6 will be charged for each month, the account remains overdue.**

For example, if the appointment was on 31st August 2025 and the account is not settled at the time of service, then on 31st August there is \$6 added to your account for non-payment of fees and on 1st September further \$6 administration fee added to the overdue account, as statement charges.

7. Leeston Medical Centre may **withhold further provision of service where there is any outstanding amount**, except in emergency situations.
8. If payment in full would cause undue hardship, please consult our Practice Manager, who will help you to negotiate an acceptable repayment plan.
9. Payment shall be accepted in the form of Cash, EFTPOS, Credit Card, and Online Payment.
10. **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.
11. Interest may be charged on overdue accounts at a rate to be decided by Leeston Medical Centre from time to time.
12. Costs incurred to recover outstanding monies will be charged to the customer.
13. Termination of the contract may apply where there is non-payment without prejudice to any claims Leeston Medical Centre may possess.
14. No goods supplied by Leeston Medical Centre may be returned for credit.
15. Supply of goods for personal use will be covered by the Consumer Guarantees Act 1993.
16. Variations to the Terms of Trade may occur from time to time, and Leeston Medical Centre will notify the patient by way of invoice – receipt of which shall be deemed to be acceptance by the patient.
17. Please notify us of an appointment cancellation within 1 hour of your appointment. You can cancel the appointment via your patient portal or by calling us Mon-Fri 8am to 5pm (except Public Holidays). Any non-notified appointment may result in a charge of up to the full cost of an appointment.