

Halswellhealth Terms of Trade

- Payment in full is due on the day of your consultation unless you have set up an automatic payment.
- You are welcome to pay on the day of consultation via internet banking to 12 3191 0058275 00 stating your full name in the particulars field and your chart number (if known) in the reference field.
- An automatic payment arrangement is a good way of managing the costs of your healthcare. If you have set up this type of payment arrangement, and wish to cancel it, please let us know beforehand.
- If there is a failure to pay fees, and after we have taken steps with you to manage your debt without success, we may involve a debt collection agency. Any fees incurred in debt recovery will be passed on to the account holder.
- If you have any concerns about managing the costs of your healthcare please contact our Assistant Practice Manager (accounts@halswellhealth.co.nz) to talk about options for you.
- If you do not attend for a booked appointment, and you have not contacted us to cancel the appointment, we reserve the right to charge a full non-attendance fee, a charge may also apply to under 14-year old's.
- We reserve the right to refuse non-emergency service and limit patients' capacity to engage with our online services due to fees being unpaid without prior arrangement.
- All casual and non-resident fees are payable PRIOR to the consultation or service being provided.
- All vaccines which are not part of the New Zealand Immunisation Schedule e.g. travel vaccines, are to be paid for BEFORE they are given.

