

**The following Terms and Conditions of Trade apply to services provided by Harley Street Medical to any person who receives a service from its doctors and nurses.**

- All services are paid for on the date of service unless prior arrangement is made with practice management.
- No credit is available for visitors/casual patients/ new patients.
- Invoices not settled on the day are emailed to patients.
- Prices for services are inclusive of GST and may be adjusted from time to time. Current prices are clearly displayed in the waiting room.
- Where an account holder has arranged an online payment, it is expected that this will cover the full cost of the services. If it does not, the account holder will be reminded by phone or email that they need to make additional payments.
- Telephone consultations are the same price as face-to-face appointments.
- Charges will be made for additional services within a consultation (such as ECG or liquid nitrogen), and for forms/ paperwork left to be completed by the doctor. Charges may apply for additional work performed outside consultation time.
- We reserve the right to charge patients for missed appointments. The full consultation fee will be charged to the account holder for a missed or cancelled appointments unless a 24h notice has been given by phone or in person (not via email).
- If patients are more than 5 minutes late for an appointment, they may be asked to reschedule or be charged for a missed appointment.
- Medical Certificates/ ACC Off Work Certificates are legal documents. To have a certificate issues, patients must be seen by a doctor.
- Prices for services may be adjusted from time to time. Current prices are clearly displayed in our practice waiting room.