

Harley Street Medical

TERMS AND CONDITIONS OF TRADE

Version 2.0 | Approved August 2026 | Owner: Practice Manager | Review due August 2027

These Terms and Conditions of Trade apply to services provided by Harley Street Medical to any person receiving care or another service from the practice.

1. Payment and accounts

- Payment is due on the date of service unless a prior arrangement has been made with practice management.
- Credit is not available for visitors, casual patients or new patients.
- Invoices not settled on the day of service will be emailed to the patient or account holder.
- Where an online payment has been arranged, the account holder remains responsible for any outstanding balance. We may contact the account holder by phone or email to arrange payment.

2. Fees and additional services

- Prices include GST and may be changed from time to time. Current fees are available from Reception and may also be displayed at the practice or on our website.
- Telephone consultations are charged at the same rate as face-to-face consultations unless you are advised otherwise.
- Additional charges may apply for services provided during a consultation, such as an ECG or liquid-nitrogen treatment.
- Charges may apply for forms, certificates, paperwork or other work completed outside consultation time.

3. Late, cancelled and missed appointments

- Please give at least 24 hours' notice if you need to cancel or reschedule an appointment.
- A missed-appointment or late-cancellation fee may be charged in accordance with our Late and Missed Appointment Policy. Exceptional circumstances may be considered.
- If you arrive more than five minutes late, your appointment may need to be shortened or rescheduled. A missed-appointment fee may apply if the appointment cannot proceed.

4. Medical and ACC certificates

Medical certificates and ACC certificates are legal documents and require an appropriate clinical assessment. An appointment may be required before a certificate can be issued.

Please speak with Reception before receiving a service if you would like to confirm the applicable fee.