



# FILLANHEALTHCARE

## Terms and Conditions

### Cancellations

Fillan Healthcare is committed to providing all our clients with exceptional care.

We understand that situations arise that are unavoidable which mean you must cancel your appointment.

**Should you be unable to make your scheduled appointment, please call us on (09) 214 7284 by 2:00 p.m. on the day prior to your scheduled appointment.** This will enable us the time to offer your appointment to another person who is waiting. **To cancel a *Monday* appointment, please call our office by 2:00 p.m. on *Friday*.**

With cancellations made in less than the required notice period, we are unable to offer that slot to others. Appointments cancelled with less than the required notification will be subject to the 100% of the cost of the missed appointment.

Clients who do not show up for their appointment without a call to cancel will be considered as a No Show and liable for the full cost of the missed appointment. Clients who No-Show that need to reschedule their missed appointment will be required to make payment in full before we are able to proceed with another booking.

We understand that special unavoidable circumstances may cause cancellation outside of the requested notice period. Fees in this instance may be waived but only if your clinician has given approval.

### Payment

Please check with your clinician what payment terms they offer as we accept a variety of ways to pay. Our clinicians generally operate on a seven day payment policy with letters to your GP only being released once payment has been completed.

We do use debt recovery agencies and we will send one reminder before allocating to a debt recovery agency. In the unlikely event that this occurs, you will be liable for all debt recovery costs.

Thank you

**The Team at Fillan Healthcare**