

TERMS OF TRADE

PAY ON THE DAY

Payment is required on the day of service (Price List displayed at Reception)
If you're concerned about payment, please talk to our team — we're happy to help.

PAYMENT ON ARRIVAL MAY APPLY

- Non-enrolled (visitor) patients
- Patients with outstanding or previous debts

LATE & OUTSTANDING PAYMENTS

- \$10 late fee if not paid on the day
(removed if paid by close of business the next day)
- Further fees may apply after 14 days
- Accounts unpaid after 45 days may be referred to a debt recovery agency

MISSED APPOINTMENTS

Missed appointments without reasonable notice will be charged the usual consultation fee.

PRESCRIPTIONS

Unpaid prescription requests must be settled before future prescriptions are issued.

PATIENT CODE OF CONDUCT

To ensure a safe and respectful environment, all patients must:

- Treat staff and other patients with respect
- Use polite language and remain calm
- Avoid aggressive, disruptive, or intimidating behaviour

Failure to meet these expectations may result in ending enrolment.

AGREEMENT

By attending appointments or using Tahunanui Medical Centre services, you agree to these Terms of Trade and the Patient Code of Conduct.

Thank you for your cooperation.