



TERMS OF TRADE & CREDIT TERMS

18 SEPTEMBER 2025

BY BEING REGISTERED AS A PATIENT WITH KENSINGTON HEALTH, YOU ACKNOWLEDGE AND AGREE TO THESE TERMS.

THESE TERMS ARE AVAILABLE ON OUR WEBSITE AND DISPLAYED AT OUR RECEPTION AREA.

Variations to the Terms of Trade / Credit Terms may occur from time to time, and Kensington Health will notify the patient by way of invoice/statement message and / or other written notification (including but not limited to email, patient portal message, text message - and the message may request you to visit our website for full details) - and you agree that receipt of such written notification shall be deemed to be acceptance by the patient.

CODE OF CONDUCT POLICY

Kensington Health prides itself on making our environment safe for our staff, patients, their whānau and any other visitors - therefore **expects a high standard of behaviour from all of us**. We strive to treat each other with respect, honesty and dignity. We are committed to engage in appropriate business conduct with our staff, patients their whānau and any other visitors.

Kensington Health has adopted a policy of **zero tolerance to any forms of abuse or violence**. We will not tolerate harassment, threatening behaviour, abusive language (via phone or in person), inappropriate physical contact or any other conduct that is found to be intimidating and otherwise create an offensive, hostile or unsafe environment. If any of these things occur, we reserve the right to ask you to leave Kensington Health.

Kensington Health has **installed CCTV around the practice (in public areas only)** to refer to in the event any such inappropriate behaviour occurs.

APPOINTMENTS - MISSED OR ARRIVE LATE POLICY

It is your responsibility to remember your appointment. We will send reminders. If a patient does not attend their appointment **without calling us at least one hour prior to the scheduled appointment, the full consultation fee will be charged**. For ages 0-13, there will be a \$10.00 fee charged.

If you arrive late for your appointment, **you may be asked to reschedule if we cannot accommodate you**. We will do what we can - if you decide to wait, we cannot guarantee how long it will be. Priority will be given to patients that have arrived on time.

COMPLAINTS POLICY

It is your right to make a complaint about our service. **All complaints should be submitted in writing, with any supporting information as appropriate. Complaint forms are available from our reception team.** Our Practice Coordinator (Complaints Officer) will investigate all complaints received - our aim is to achieve a mutually satisfactory conclusion. You will be advised of our findings once the complaint investigation has been concluded - no more than 5 working days after we have received the complaint. If you feel that Kensington Health has not adequately dealt with your complaint, you have the right to approach the Health & Disability Advocacy Northland (09) 430 0166.

CREDIT POLICY AND FEES

Unless otherwise agreed, **full payment is required on the day of consultation/service** and selected fees require to be prepaid prior to the relevant service commencement.

Kensington Health has a policy of a **maximum of two consultations or prescriptions being unpaid on your account**. Patients will be asked to **pay in full on the day before their third visit or prescription request**.

Kensington Health reserves the right to withhold non-urgent services where there are more than **two outstanding consultation or prescription payments due**.

If an outstanding account is not settled at the 90-day period and the patient has not made any effort to contact us to settle the outstanding account or make (and maintain) a payment arrangement, **then patients will only be seen on a cash only basis**.

- Statements are emailed just after the 1st of each month showing any outstanding account balance.
- Text and/or email/patient portal messages are sent to patients as a reminder of any outstanding amounts.
- Where it is exceptionally agreed by Kensington Health that payment is not made on the day of consultation/service, the **patient will ensure that full payment is made within seven days of the consultation/service**.
- Please speak to our reception team as early as you can if you wish to discuss with us your outstanding bill / alternative arrangements, including payment agreements.

Please note that failing to make any attempt at payment past the 90-day period may result in;

- Disenrollment as a patient from Kensington Health. You will be notified in writing should this occur.
- Kensington Health *may* disclose this information to debt collection agencies of Kensington Health's choice and legal proceedings *may* follow. This *may* result in your name and address being entered into a Credit Bureau default listing which *may* have impact on your credit rating. Any costs incurred by Kensington Health to recover outstanding amounts will be charged to the patient.

ADDITIONAL INFORMATION

- All prices include GST unless otherwise stated.
- Prices quoted for consultations/services may be adjusted from time to time by Kensington Health, and the patient agrees to pay any such adjusted prices.
- No goods supplied by Kensington Health may be returned for credit.
- Supply of goods for personal use will be covered by the Consumer Guarantees Act 1993.



OPENING HOURS: MONDAY – FRIDAY, 8AM TO 5PM



8 KENSINGTON AVENUE, WHANGĀREI 0112



09-4379070



RECEPTION@KENSINGTON.HEALTH.NZ



WWW.KENSINGTONHEALTH.NZ



**[KENSINGTON HEALTH](#)
(OR SEARCH FOR: KENSINGTON HEALTH WHANGĀREI)**