



TERMS OF TRADE & CREDIT TERMS

17 JULY 2026

BY BEING REGISTERED OR REGISTERING AS A PATIENT WITH US, **YOU ARE ACKNOWLEDGING & AGREEING TO THESE TERMS.** THESE TERMS ARE AVAILABLE ON OUR WEBSITE WWW.KENSINGTON.HEALTH.NZ & DISPLAYED AT OUR RECEPTION AREA.

Variations to the Terms of Trade / Credit Terms may occur from time to time - please review our website regularly. We will notify you when such change occurs and you agree that any such variation is acknowledged and accepted by you, as a registered patient of Kensington Health.

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, email, messaging, 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 and may result in immediate termination of your enrolment with us.**

Kensington Health has **installed CCTV around the practice (in public areas only)** to refer to in the event that 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 however 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 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 Health & Disability Advocacy [their contact number is 0800555050 (8.30am-5pm, Monday to Friday) and their website is www.advocacy.org.nz], or should you wish to make a formal complaint, you may contact the Health and Disability Commissioner [per HDC website: Freephone 0800112233, Postal Address: PO Box 1791, Auckland 1140. Their website for more information is: <https://www.hdc.org.nz>.]



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 and/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/posted just after the first business day of the month showing any outstanding account balance.
- Text and/or email/Vensa 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.

All new enrolled patients will be requested to PREPAY on the day of your new patient assessment appointment - there are no exceptions to this. **New patient assessment appointments are mandatory - no exceptions**.

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.