



## ***The rTMS Centre - Terms and Conditions***

**Reviewed and updated January 2020**

**Please take the time to review these Terms carefully. The terms and conditions stated are set out the basis upon which you will be provided with treatment at The rTMS Centre.**

**The rTMS Centre may update these Terms from time to time, however you will be notified of any changes. Changes to Terms will only apply to any new episode of Treatment Package that you receive and you will be asked to agree to any new Terms or existing Terms before they become effective for you.**

**Note that any new terms will not apply to a treatment package which is starting and/or part-way through when the Terms are changed. Note that words in bold have specific meanings, which are set out in the Definitions section.**

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### ***Terms & Conditions of Your Treatment Package.***

**This section covers self-pay clients and that you pay for your own Treatment, at a fixed price.**

1. You have been set a Treatment Package that will confirm your Treatment Plan and Fixed Price and that how payments are made. Please make sure that you read and understand your Treatment Package, this is your contract with The rTMS Centre.

## **What is included in your treatment package?**

2. Your Treatment Package will contain your Treatment Plan and Fixed Price letter for your Treatment. Unless your Treatment Package says otherwise. The following are included in your Treatment Package:

- a) Consultations Fees**
- b) Per session Fees**
- c) Complete Treatment Fees**

## **What happens if I decide to stop my treatment?**

3. You have the right to stop your treatment at anytime during your treatment course. You will be liable to pay for any outstanding treatment sessions that have not been already paid.

- If you have already paid for your treatment package in advance, you will be refunded the sessions that you have not already completed.
- If you decide to pause your treatment, please note that any pauses longer 2 weeks will require you to restart the treatment to gain optimum benefits. This will be clinically discussed with you if or when required.

## 4. **Payments:**

- Payments for your treatment package is invoiced upfront.
- Payments are to be cleared prior to treatment starting.

## 5. **Cancellation & Rescheduling:**

- Minimum of 48 hours of notice of cancellation is required.
- Minimum of 24 hours of notice for rescheduling appointments is required.

## 6. **Refund process:**

- You will have **6 weeks** to apply for a refund after your first scheduled appointment.
- You will not be able to apply for refund for the sessions that you have attended.
- Refund process can take up to 30 days.