



Outstanding Balance & Debt Recovery Policy

At **Fourways Dental & Aesthetics Clinic**, we aim to provide high-quality care while maintaining transparent and fair payment arrangements for all patients.

Payment for dental and aesthetic treatments is expected **at the time of treatment unless otherwise agreed in advance**. Where a balance remains outstanding, the following process will apply.

1. Payment Terms

Patients are responsible for ensuring that any outstanding balance for treatment or services is paid promptly.

If payment is not made at the time of treatment, the balance will be recorded as **outstanding on the patient's account**.

The practice will issue an **invoice or payment reminder** detailing the amount owed.

2. Initial Payment Period (30 Days)

Patients will be given **30 days from the date of the invoice** to settle the outstanding balance in full.

During this period the practice may:

- Send payment reminders via **email, telephone, SMS or post**
- Offer reasonable assistance if the patient has questions regarding the invoice

Payment can be made using the payment methods accepted by the practice.

3. Interest Applied to Overdue Accounts

If the outstanding balance is **not paid within 30 days**, the account will be considered **overdue**.

At this stage:

- **Interest of 10% may be applied to the outstanding balance**

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- The patient will be notified that the account remains unpaid
- A **further 30 days will be allowed for payment**

The practice will provide written confirmation of the **updated balance including interest**.

4. Final Notice

If payment is still not received within the **additional 30-day period**, the account will be considered **seriously overdue**.

The patient will receive a **final written notice** advising that:

- The account remains unpaid
 - Immediate payment is required
 - Failure to settle the balance may result in the account being referred to a **debt recovery agency**
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5. Debt Collection Process

If the outstanding balance remains unpaid after the above steps, the practice reserves the right to **refer the debt to a third-party debt collection agency**.

Once an account has been passed to a debt recovery agency:

- The patient will be contacted directly by the agency
 - Additional **administration or recovery costs may be added**
 - The debt collection agency will manage further recovery procedures in accordance with applicable laws and regulations
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6. Impact on Future Appointments

Patients with outstanding balances may be required to:

- **Pay the balance in full before booking further appointments**
- **Pay deposits in advance for any future treatment**

The practice reserves the right to **decline non-urgent appointments until outstanding balances are cleared**.

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7. Exceptional Circumstances

The practice understands that financial difficulties can arise unexpectedly.

Patients experiencing difficulty paying an invoice are encouraged to **contact the practice as soon as possible** so that the situation can be discussed and, where appropriate, a **reasonable payment arrangement may be considered**.

8. Acceptance of Payment Policy

By receiving treatment at **Fourways Dental & Aesthetics Clinic**, patients acknowledge and accept responsibility for payment of all treatment fees and agree to the terms outlined in this policy.

The practice reserves the right to **review and update this policy to ensure compliance with regulatory and legal requirements**.

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