

Online Pre Payment-Terms and Conditions Policy

To secure your ear examination booking if you have had a Failed to Attend within 1 year:

- ❖ Pre - payment is required at the time of booking of \$ 170 (examination & consultation fee) or \$ 160 (pension or government health care card) to secure the booking.
- ❖ After the consultation with the Ear Nurse has been completed the prepaid amount will be applied to the treatment upon checkout to make it a streamline process for you.

Online Bookings

- Once an Online appointment has been established, you will be directed to the payment page for prepayment which will be processed by PayPal using encryption. Visa and Mastercard's are accepted.

Phone Bookings

- Once an appointment time has been established, our receptionist will ask you to pay upfront for the the appointment to secure the booking

CANCELLATION:

- ❖ If you wish to cancel your appointment for any reason you must telephone our head office on 1300 260 750 stating your name, location of appointment and time of booking.
- ❖ Cancellation is not valid by any other method.
- ❖ If the cancellation is made a minimum of (4) hours before your appointment time, or Crystal Clear Ears have cancelled your appointment due to clinic shut down affecting your scheduled appointment, our reception staff will arrange a reschedule of dates for you.
- ❖ Pre-payment is non-refundable.

FAILURE TO ATTEND:

- If you fail to attend **under (4) hours** of your scheduled appointment you will be charged the prepayment for **No Show** of \$ 170 (consultation fee) or \$ 160 (pension or government health care card) which recovers our administration costs and compensates us for the inability to fill an appointment which was specifically reserved for you.

