



Simply Dental New Zealand Limited – Terms and Conditions of Service

Private Services

Update: March 2026

These Terms and Conditions apply to all **private dental services** provided by Simply Dental New Zealand Limited (“Simply Dental”, “we”, “us”), including services delivered from fixed clinics and mobile dental facilities.

By attending an appointment or consenting to treatment, you (and where applicable, a parent or legal guardian) agree to these Terms and Conditions.

1. Estimates and Fees

1.1 All written cost estimates include GST unless otherwise stated and are valid for **30 days** from the date issued.

1.2 Treatment plans and estimates may change due to **unforeseen clinical findings**. Where this occurs, changes and associated costs will be explained before proceeding.

2. Payment Terms

2.1 Accepted Payment Methods

Payment is accepted by cash, EFTPOS, Visa, Mastercard, Q Card, and any other payment methods advised from time to time.

2.2 Advance Payment for Certain Appointments

As part of our appointment management process, Simply Dental generally requires **payment in advance** for:

- all **new patients**, and
- patients who have **not attended an appointment with Simply Dental within the previous two (2) years**.

Advance payment is required **before an appointment is confirmed**, unless an alternative arrangement has been agreed.



2.3 Established Patients and Payment Arrangements

We recognise that many patients have an established relationship with Simply Dental and may:

- customarily pay following their appointment, or
- have agreed payment plans in place.

Where a patient has a positive payment history or an existing arrangement, payment terms may continue **as previously agreed**, at Simply Dental's discretion.

2.4 Expectation of Payment Prior to Treatment

For all patients, payment is expected **prior to receiving treatment**, unless:

- a **prior payment arrangement** has been agreed, or
- treatment is expressly approved to proceed under alternative terms.

If payment (or an agreed arrangement) is not in place, Simply Dental may be unable to proceed with treatment at that time.

2.5 Appointment Confirmation

Where advance payment is required and not received within the timeframe advised:

- the appointment may remain **unconfirmed**, or
- a provisional booking may be **released to another patient**.

2.6 Application of Advance Payments

Advance payments are credited toward the cost of treatment. Where treatment plans change, any balance owing or refund will be managed in line with the updated plan.

2.7 Discretion and Clinical Judgement

Nothing in this section limits Simply Dental's ability to exercise discretion based on patient history, hardship considerations, or clinical circumstances.

3. Late Cancellation and Missed Appointments

3.1 Less than **24 hours' notice**, or failure to attend a scheduled appointment, may incur a **late cancellation fee of \$85**.

3.2 Appointments of **45 minutes or longer** require **72 hours' notice** or a fee of **\$160** may apply.

3.3 Where significant clinical time has been reserved, fees may increase up to a



maximum of **\$300 per appointment**.

3.4 Fees reflect reserved clinical time and staffing costs.

4. Patient Responsibilities

To support safe, effective, and appropriate dental care, patients (and where applicable, parents or legal guardians) are responsible for the following:

4.1 Accurate Information

Providing accurate, complete, and up-to-date personal, contact, medical, and dental history information, and promptly advising Simply Dental of any changes.

4.2 Appointment Attendance

Attending scheduled appointments on time and providing the required notice if unable to attend, in accordance with our cancellation policy.

4.3 Payment Obligations

Meeting agreed payment obligations, including:

- making advance payments where required to confirm an appointment, and
- paying for treatment prior to receiving care, unless a prior payment arrangement has been agreed.

4.4 Treatment Participation

Actively participating in treatment by following clinical advice, maintaining appropriate oral hygiene, and attending recommended follow-up appointments.

4.5 Communication

Raising questions or concerns about treatment, consent, or costs as soon as practicable and before treatment proceeds where possible.

4.6 Patient Conduct and Safety

Patients, parents, guardians, and any associated parties are required to behave in a manner that supports a **safe, respectful, and appropriate clinical environment** at all times.

Simply Dental reserves the right to **decline, pause, or discontinue treatment or services** where behaviour is abusive, aggressive, disruptive, or otherwise creates an **unsafe or inappropriate environment** for staff or others.

This requirement applies to **all patients**, including those receiving privately funded or publicly funded care.



4.7 Consent

Ensuring valid consent is provided for treatment, including that a parent or legal guardian is available to consent for minors where required.

5. Consumer Rights

5.1 Your rights are protected under the **Code of Health and Disability Services Consumers' Rights**.

5.2 Simply Dental fully supports these rights. Please contact us promptly if you have concerns.

6. Financial Hardship

6.1 If you anticipate difficulty meeting payment obligations, please discuss this with us **before treatment commences** so options can be considered.

7. Work and Income (WINZ)

7.1 WINZ quotes can be provided where eligibility criteria are met.

7.2 If funding is declined or partially approved, responsibility for payment remains with the patient or guardian.

8. Overdue Accounts

8.1 Accounts unpaid after **15 days** may incur a **\$25 administration fee**.

8.2 Accounts unpaid after **30 days** may incur an additional **\$50 late payment fee**.

8.3 Accounts unpaid after **45 days** may be referred for debt recovery.

8.4 Any **reasonable recovery costs** may be added to the outstanding balance.

9. Suspension of Treatment

9.1 Simply Dental may pause further treatment or withhold customised dental appliances where payment obligations have not been met.

9.2 This does not affect our right to recover outstanding fees.



10. Consumer Guarantees

10.1 Simply Dental complies with the **Consumer Guarantees Act 1993**, where applicable.

11. Treatment Outcomes

11.1 No credit or refund will be provided where outcomes are affected by failure to follow clinical advice, missed appointments, oral hygiene neglect, or known risks explained and consented to.

12. Privacy

12.1 Simply Dental complies with the **Privacy Act 2020** and the **Health Information Privacy Code**.

12.2 Personal and health information is collected, used, stored, and disclosed only for:

- provision of dental care,
 - administration and billing, and
 - legal or regulatory obligations.
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13. Changes to These Terms

13.1 These Terms and Conditions may be updated from time to time.

13.2 The current version will be available on our website and/or at reception.

13.3 Continued use of our services constitutes acceptance of the updated Terms.

Payment Options

- **Standard:** Payment at the time of appointment
- **Q Card:** 12 months interest-free for treatments over \$300 (approval required)

Payment options may vary from time to time. Patients are advised to confirm the availability of a particular payment option at the time of booking or prior to treatment.