

Terms and Conditions for Payments

These Terms and Conditions apply to all payments, both online and in-person, for psychology services provided by Takes Care Specialist Centre.

By making a payment, you agree to the following terms.

1. Payment Methods

- Payments for psychology services can be made either online or in person.
- **Online Payments:** Online payments are processed securely through our payment gateway, accepting major credit and debit cards.
- **In-Person Payments:** Payments can be made at the time of your appointment using, major credit, or debit cards.

2. Cancellation Policy

- **Cancellation Notice:** We require a minimum of 48 hours' notice if you need to cancel or reschedule your appointment.
- **Late Cancellations:** If you cancel less than 48 hours before your scheduled appointment, a cancellation fee may apply.
- **Appointment Reminder Texts:** You will receive reminder texts, prior to your appointment. To confirm your appointment, you are required to text your confirmation, when you receive them. In absence of a response from you, we cannot guarantee your appointment.
- **No-Shows:** If you do not show up for your appointment without prior notice, you will be charged the full session fee.

Exceptions: We understand that emergencies happen. In such cases, please contact us as soon as possible to discuss your situation

3. Payment Timing

- All payments must be made at the time of booking or before the session begins, unless otherwise agreed upon in writing.

4. Consulting Session Costs

- The fees for our services are as listed on our website or as communicated directly to you.
- Fees are subject to change, but any changes will be communicated before your next session.

5. Fees for Document Preparation

- Sending clinician reports to your GP does not incur any costs.
- You maybe require larger documents; such reports, to be sent to another organization.
- Preparation and sending such documents will incur fees

- Fees for preparing such document will depend on the size of the document and the required tasks.

6. Report Requests

- The report after 6 sessions for your GP is a part of Mental Health Care Plan therapy sessions.
- Other required reports are not covered under Medicare.
- Such reports incur their own fees. The cost will depend on the type of report and the required time in preparing them
- You can obtain a cost estimate, when the type of the required report is understood.

7. Security

- We use industry-standard security measures to protect your payment information. However, we cannot guarantee absolute security.
- You are responsible for safeguarding your payment information.

8. Data Privacy

- Your payment and personal information will only be used for processing payments and providing services in accordance with our Privacy Policy.

9. Dispute Resolution

- Any disputes related to payments will be resolved in accordance with our Complaints Procedure. Please contact us promptly if you have any concerns.

10. Changes to Terms

- We may update these Terms and Conditions from time to time. Updated terms will be posted on our website and will apply to future payments.

11. Contact Information

- For any questions or concerns regarding these Terms and Conditions, please contact us by either email, info@takescare.com.au or call us on 3870 9388.