



EXE EAR CARE

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**POLICY TITLE – Payment and Invoicing**  
**POLICY NUMBER – 010**

Date authored – 23/09/2024

Next review – 22/09/2025

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## REFERENCE

- A.
- B.
- C.

## INTRODUCTION

1. This Payment and Invoicing Policy outlines the terms and conditions regarding payment for services provided by Exe Ear Care. As a healthcare provider specialising in ear care, our goal is to ensure transparency and smooth financial transactions with our patients and partners.

## SCOPE

2. This policy applies to all patients, private and corporate clients, insurance providers, and any third-party organizations utilising the services of Exe Ear Care.

## **PAYMENT METHODS**

### **3. Accepted Payment Methods**

- a. Cash: Accepted at all Exe Ear Care consultations.
- b. Bank Transfers: Account name - Exe Ear Car Ltd. Account number – 46977561.  
Sort code – 04-03-33.

### **4. Exe Ear Care will add additional payment methods as the business develops.**

## **CURRENCY**

### **5. All payments must be made in GBP (£), unless otherwise agreed in writing.**

## **INVOICES AND BILLING**

### **6. Issuance of Invoices**

- a. For Individual Patients: Invoices for services will be created immediately after the treatment or consultation and issued the same day. Invoices will be delivered via email or printed upon request.
- b. For Corporate Clients: Invoices will be issued within 3 working days after the service is provided.

### **7. Invoice Format. All invoices will contain:**

- a. Patient/Client Name
- b. Service Description
- c. Date of Service
- d. Total Amount Due
- e. Payment Due Date
- f. Invoice Number
- g. Exe Ear Care Contact Information

### **8. Billing Disputes. Any discrepancies in billing should be reported to Exe Ear Care within 7 days of receiving the invoice. We will work to resolve the issue promptly.**

## **PAYMENT TERMS**

### **9. Payment Due Date.**

- a. Individual Patients: Payment is due at the time of service if paying by cash or within 7 days if arranging a bank transfer.
- b. Corporate Clients: Payment is due within 14 days from the invoice date.

## 10. Late Payments

- a. For Individual Patients: A late fee of £10 may be applied for payments more than 7 days overdue.
- b. For Corporate Clients, a 2% interest charge will be applied monthly to any outstanding balances beyond 30 days.
- c. Reminder Notices: Reminder notices will be sent 7 days after the due date, followed by subsequent reminders at 14 and 30 days.

## **CANCELLATION AND REFUND POLICY**

11. Appointments must be cancelled at least 24 hours in advance. For same-day cancellations or no-shows, a cancellation fee of £10 may be applied unless there are exceptional circumstances.
12. Clients who are no-shows may be labelled with a 'Did not attend' marker which Exe Ear Care may use to restrict future services.
13. Refunds will only be issued in cases of service errors or when a service is cancelled by Exe Ear Care. No refunds will be issued for completed treatments unless there is a dispute that is resolved in the patient's favour. For pre-paid services, refunds will be processed within 10 business days.

## **DISCOUNTS AND FINANCIAL ASSISTANCE**

14. From time to time, Exe Ear Care may offer discounts or promotions for specific services. These will be communicated in advance and applied at the time of payment.
15. Patients experiencing financial hardship are encouraged to discuss payment plan options with Exe Ear Care's billing team. Special payment arrangements must be made in writing and approved by management.

## **CONFIDENTIALITY**

16. All payment and billing information is treated with the strictest confidentiality in accordance with GDPR and healthcare privacy laws. No payment information will be shared with third parties without the explicit consent of the patient or client.

## **CONTACT INFORMATION**

17. For any billing, payment, or invoicing inquiries, please contact:

Exe Ear Care  
Phone: 07533 126317  
Email: [Info@ExeEarCare.com](mailto:Info@ExeEarCare.com)

## AUTHORITY

18. This policy was written today the *23rd September 2024* and is enacted with immediate effect. All directors and employees of Exe Ear Care are to follow the guidance and direction within.

A handwritten signature in black ink, appearing to read 'R. J. Toon', with a long diagonal stroke extending from the bottom right of the signature.

R. J. Toon  
CEO.