

Terms and Conditions

Last Updated: 03 August 2026

These Terms and Conditions regulate access to and use of the website located at <https://drvanyadreyer.co.za/>, as well as the professional services offered by **Dr Vanya Dreyer and her team** (collectively referred to as "the Practice", "we", "our", or "us").

By visiting this website, booking an appointment, or making use of any services provided by the Practice, you acknowledge that you have read, understood, and agree to comply with these Terms and Conditions. If you do not agree with any part of these terms, please refrain from using this website.

1. Practice Information

Dr Vanya Dreyer operates a dental practice in South Africa that provides dental and related oral healthcare services. All treatments and clinical procedures are performed by suitably qualified healthcare professionals who are registered with the relevant professional regulatory bodies and who practise in accordance with applicable South African legislation and ethical guidelines.

2. Website Use

The information published on this website is intended solely for general educational and informational purposes.

When using this website, you agree that you will:

- Use the website only for lawful and legitimate purposes;
- Respect the rights and interests of other users and third parties;
- Not engage in any activity that may disrupt, damage, compromise, or interfere with the operation, security, or accessibility of the website.

We reserve the right to limit, suspend, or terminate access to the website if we believe misuse has occurred or where necessary to protect the integrity of our online services.

3. Website Information Is Not Professional Advice

The content available on this website should not be interpreted as professional dental, medical, or healthcare advice.

Please note that:

- Treatment outcomes differ from patient to patient;
- Individual results cannot be guaranteed;
- Recommendations regarding treatment can only be made following a comprehensive consultation and clinical examination.

Patients should seek personalised advice directly from a qualified healthcare professional before making any healthcare decisions.

4. Consultations, Appointments and Treatment

Appointment requests may be made through our website, via telephone, email, or in person. Appointment availability is subject to confirmation by the Practice.

Please be aware that:

- An initial consultation does not automatically qualify a patient for any specific treatment;
- Treatment recommendations are based on each patient's individual circumstances and clinical findings;
- The Practice may defer, modify, or decline treatment where it is considered clinically inappropriate or not in the patient's best interests.

5. Fees and Payment

Fees relating to consultations, procedures, and treatments are available upon request and will be discussed with patients where applicable.

The following conditions apply:

- Patients may request estimated treatment costs before proceeding with treatment;
- Any quotation or estimate provided is indicative only and may be adjusted if additional treatment becomes necessary;

- Payment is due in accordance with the arrangements communicated by the Practice, unless alternative arrangements have been agreed upon in writing.

6. Medical Aid Claims

Where applicable, the Practice may submit claims directly to a patient's medical aid or healthcare fund on the patient's behalf.

However:

- Patients remain responsible for the settlement of any amounts not covered by their medical aid;
- Outstanding balances may be paid via EFT, debit or credit card, SnapScan, Zapper, or any other approved payment method;
- Statements reflecting amounts due, payment references, and banking details will be provided where necessary.

7. Appointment Changes and Non-Attendance

To help us accommodate all patients effectively, we request at least **24 hours' notice** should an appointment need to be cancelled or rescheduled.

Please note:

- Missed appointments or late cancellations may result in an administrative or cancellation fee;
- Repeated failures to attend appointments may affect future booking privileges;
- Additional cancellation requirements may apply to specific procedures and will be communicated when appointments are made.

8. Intellectual Property Rights

Unless otherwise indicated, all website content, including but not limited to text, graphics, photographs, logos, branding materials, documents, layouts, and design elements, remains the property of Dr Vanya Dreyer or its respective licensors.

No content from this website may be reproduced, copied, published, distributed, adapted, or used for commercial purposes without obtaining prior written permission from the Practice.

9. Accuracy and Availability of Information

Although every reasonable effort is made to ensure that information published on this website is accurate and up to date, we do not guarantee that all content will be complete, current, accurate, or free from errors at all times.

The Practice reserves the right to modify, update, replace, or remove website content without prior notice.

10. External Websites

For convenience, this website may contain links to third-party websites or resources.

The Practice:

- Does not control or assume responsibility for external websites;
- Does not necessarily endorse the information, products, or services offered on those websites;
- Accepts no responsibility for the content, security, or privacy practices of third-party sites.

Users access such websites entirely at their own risk.

11. Limitation of Liability

To the fullest extent permitted by applicable law, the Practice shall not be responsible for any loss, damage, expense, or liability arising from:

- The use of, or inability to use, this website;
- Reliance on information obtained from this website;
- Interruptions, delays, technical failures, or website errors.

Nothing contained in these Terms and Conditions shall exclude or limit any liability that cannot legally be excluded under South African law.

12. Protection of Personal Information

The collection, processing, storage, and protection of personal information are governed by our Privacy Policy.

By using this website, you acknowledge that personal information may be collected and processed in accordance with the **Protection of Personal Information Act, 2013 (POPIA)** and any other applicable South African legislation.

13. Amendments to These Terms

The Practice reserves the right to revise these Terms and Conditions at any time.

Any amendments will be published on this page together with the revised effective date. Continued use of the website following the publication of updated terms shall constitute acceptance of those changes.

14. Applicable Law and Jurisdiction

These Terms and Conditions shall be interpreted and enforced in accordance with the laws of the Republic of South Africa.

Any dispute arising from the use of this website or the services of the Practice shall be subject to the jurisdiction of the South African courts.

Contact Details

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This document should be read together with our Privacy Policy and any patient consent documentation provided by the Practice