



KM Surgical Terms & Conditions

Dermatology Appointments.

Dermatology appointments are typically booked for 15-30 minutes depending on your condition. We offer video/telederm and in-clinic appointments. Our fees are as follows:

Initial consultation (Medical) \$285

Full skin check \$255

Multi lesion check \$195

Single lesion check \$165

Follow up consultations vary between \$155-255. Surgical follow up consultations within 6 weeks post-surgery are complimentary.

If you are a Southern Cross Member and use this insurance for your visit at KM Surgical, we are an affiliated provider with them and have set fees. If your insurance is declined you will be charged as per our normal rates for non-Southern Cross.

Arrival time for your appointment: Please arrive on time to your appointment, if you are a new patient you will need to arrive 10 minutes prior to fill in our patient information forms. All patients who arrive more than 15 mins past their scheduled appointment will need to be rescheduled.

A chaperone is available on request. This is a staff member at KM Surgical, if you would like a chaperone present during your appointment please let us know.

Cancellation policy for appointments: We understand that sometimes it is necessary for you to change your appointment. Out of consideration for others, we kindly ask that you provide a minimum of 24 hours' notice if you wish to change or cancel your appointment. If insufficient notice is given, a \$75 non attendance fee may be incurred and no shows may be charged at full price.

Payment policy for dermatology appointments

All consultations must be paid on the day, if you are covered by Southern Cross Insurance, we will submit your claim online on your behalf if it is part of our agreed affiliated provider contract. All shortfall payments we kindly ask you settle these within 7 days of your invoice date.

Cosmetic Surgery Appointments

Consultations

Cosmetic surgery consultations are with Dr Ken Macdonald. The fee for this is \$125 for a 30-minute appointment. Please arrive 15 minutes prior to your appointment time to fill in the necessary documentation.

Cancellation policy for cosmetic surgery appointments: We understand that sometimes it is necessary for you to change your appointment. Out of consideration for others, we kindly ask that you provide a minimum of 24 hours' notice if you wish to change or cancel your appointment. If insufficient notice is given, a \$75 fee may be incurred and no shows may be charged at full price.

Cosmetic Surgery

Payment policy for cosmetic surgery appointments: Please pay your consultation on the day of your appointment.

Payment policy for cosmetic surgery: When booking your surgery, you will be asked to pay a deposit. Please pay for your surgery, in full, 7 days prior to your scheduled surgery date. We reserve the right to cancel your surgery if payment hasn't been received and cleared prior to your surgery date. If you do not show up to your cosmetic surgery there is no refund.

Appearance medicine & dermal therapy consultations

We offer a complimentary consultation with our registered nurses/dermal therapist. We kindly ask that you arrive 10 minutes prior to your appointment to fill in the necessary paper work.

Appearance medicine & dermal therapy appointment consultations are for:

- Botox/Dysport
- Dermal fillers
- Laser treatments
- IPL (Intense Pulsed Light)
- Dermal needling
- Peels
- PRP (Platelet Rich Plasma)
- Skincare

At your consultation you will be given our information booklet about our procedures and products. When you have considered all the information, you will be fully informed to make an appointment for treatment.

Cancellation Policy for appearance medicine & dermal therapy consultations: Please arrive on time for your treatment as arriving late will lessen your treatment time and we may have to reschedule you. We kindly ask that you give us a minimum of 24 hours' notice if you wish to change or cancel your appointment. If insufficient notice is given, a fee may be incurred. No shows may be charged at 50% of the treatment cost.

Pricing: We supply goods and services in New Zealand, so all goods on our website are advertised in New Zealand dollars and include New Zealand Goods and Services Tax (GST) of 15%. We reserve the right to change advertised prices at any time.

Quotes: Cosmetic surgery/skin surgery, appearance medicine, laser, dermal therapy are quoted at the time of your consultation. This quote is valid for 3 months from the date of your consultation. All quotes are in New Zealand dollars and include GST.

Liability: We take reasonable care to ensure the information on our website is accurate and the opinions given (if any) are fair and reasonable. We cannot and will not be held responsible for errors or misstatements or be liable whether in contract, tort (including negligence) or otherwise for any loss or damage caused (whether direct, indirect, consequential, special, or loss of profits). If you feel any of the information contained on our website is misleading or inaccurate, please bring it to our attention immediately by emailing us on kmdsurgical@derm.co.nz

Skincare Make up purchases: Unopened product's in their original packaging will be accepted for a refund if returned within 30 days of the date of purchase. Any goods damaged in transit can be returned in original packaging. KM Surgical Limited must be notified of any such damage within 5 days of receiving the order.

Website use

CONSENT TO PRIVACY POLICY

By using this website, you are agreeing to this Privacy Policy. If you do not agree to the Policy, please do not use this site.

PERSONAL INFORMATION

We will not use any information collected about you from your use of the website referred to above unless you have actively agreed to it being used in a specific manner. We will not contact you to discuss a product or service unless you have expressly requested that we contact you. KM Surgical Limited takes care to ensure that it adheres to the provisions of the Unsolicited Electronic Messages Act 2007 and will only collect and use information from you on this website in accordance with the Act and the Privacy Act 1993.

We will not under any circumstances release, sell, publish, or give away personal information to any other person or organisation unless required by law or subject to the consent of the information supplier. We will not collect from you any sensitive information relating to the prohibited grounds of discrimination set out in the Human Rights 1993 (namely, sex, marital status, religious or ethical belief, colour, race, ethnic or national origins, disability, age, political opinion, employment or family status, sexual orientation), other than with your express consent or where collection is either authorised by law or is reasonably necessary to enforce the law or to establish or defend a legal claim.

NON-PERSONAL INFORMATION

Our website records standard information such as time, date and URL of request (the web page you arrived from) via our web servers. This information is recorded by all web servers and is used to improve the functionality, structure and performance of our website. We analyse non-identifiable web traffic data to improve our services and the use which visitors make of this website.

When you use the website, our server logs the following information, which is provided by your browser: your server's IP address (a number which is unique to the machine through which you are connected to the Internet) or your personal IP address the type of browser and operating system you are using the domain name of the referring site (e.g. the previous Site that you visited).

This information does not personally identify you. We analyse this non-personal information for certain trends and statistics, such as which parts of the website users are visiting, which features or services are most popular and to measure the effectiveness of advertising. We do not disclose information about individuals except for the reasons set out above.

CHANGES TO OUR POLICY

We may, at our discretion, update or revise this Policy from time to time. Any changes will take effect immediately once they are posted here, so we encourage you to periodically review this page for the latest information on privacy practices at

If you have any questions about our privacy policies or any other matter, please email kmdsurgical@derm.co.nz