

RULES FOR THE PROVISION OF SERVICES

NEURO Medical Centre

1. Patient registration takes place in any available form: in person, by telephone, through a third party and electronically. When registering, the patient is informed of the date and time of the appointment.
2. 24 hours before the appointment, the patient will receive an appointment reminder via SMS - please provide a valid telephone number when registering.
3. The clinic and the patient agree to inform you immediately of cancellations.
4. If the patient is unable to attend an appointment, they are obliged to inform of their absence by text message: +48 579 733 332 or via e-mail: rejestracja@medicalplanet.com.pl - during the clinic's working hours, at least 24 hours before the scheduled appointment.
5. Visits cancelled during the outpatient clinic's opening hours at least 24 hours before their scheduled time are not subject to payment.
6. Visits cancelled outside the clinic's opening hours, less than 24 hours before their scheduled time, are charged at 50% of their list rate.
7. Appointments missed due to the fault of the clinic are not charged.
8. The first consultation visit lasts 60 minutes, the next therapeutic visit - 45 minutes.
9. The patient is obliged to come to classes on time.
10. The parent is obliged to stay on the premises of the Medical Centre during the child's therapy.
11. If the patient is late, the appointment time will not be extended.
12. The patient should have attire adapted to the type of classes conducted with him/her and change shoes.
13. Payment for the services provided is to be paid by the patient in cash or with a payment card before the start of the visit.
14. In special cases, the clinic allows payment for services rendered in arrears by bank transfer, with the consent and on terms agreed individually between the patient and the clinic.