

PRE-PAYMENT PLAN

PRE- PAYMENT TERMS and CONDITIONS:

1. Minimum Pre-Payment Plan amount of \$2000 to \$20,000
2. Regular monthly payments MUST be made – no minimum or maximum per month. Payment amounts at the client's discretion.
3. \$500 security BOND is required as an initial deposit and will be deducted from Procedure/Treatment Pre-Payment Plan Balance.
4. One off \$100 Administrative fee for set-up and account maintenance is applied for ALL plans.
6. Clients MUST be approved for Procedure/Treatment by the nominated Hospital/Clinics allocated specialists in the form of a surgical recommendation or Treatment Quote before Pre-Payment Plan agreement is valid.
7. Pre-Payment Plans can cover ALL or PART OF -
 - Procedure/Treatment as per Surgeon/Specialists recommendation
 - Flights & Accommodation as quoted by Somnio's nominated Travel Agent
 - Direct accommodation through Somnio's contracted Hotels and Resorts
 - Return Travel Warranty
8. Somnio does not accept any liability for funds sent to the wrong account details provided. And a \$25 AUD re-processing fee will be charged to the client.

PAYMENT DUE DATES:

1. FLIGHT portion of the Pre-Payment Plan is to be completed and paid in full 45 days prior to departure. Please note, Somnio cannot hold flight costs, this is a condition of the Airline.
2. ACCOMMODATION portion of the Pre-Payment Plan is to be completed and paid in full 21 days prior to departure. Please see below refund information.
3. SURGERY & Remaining monies on your Pre-Payment Plan are to be paid in FULL no less than 1 month prior to departure date
4. Late payment fee of \$250 will be applied to the Pre-Payment Plan, should it NOT be paid by the invoice due date. Unless otherwise arranged with your coordinator.
5. Procedure/Treatment value is quoted in THB converted to AUD using ANZ BANK AUSTRALIA's Exchange rates and calculated on the day of this agreement from AUD to THB, for initial Pre-Payment Plan set up.
6. Clients must notify Somnio when wanting to make Final payment for Pre-Payment Plan PAYOUT re-calculation. Original quote will be recalculated based on 1 AUD = 25THB, UNLESS the ANZ BANK AUSTRALIA exchange rate is higher. If no contact is made the amount will be as originally quoted; 1 AUD = 25THB.
8. If you require access to your personal customer information, you can obtain this through your personal Xero Login that is asked of you to set up at the start of the payment plan OR please contact Somnio Head office on +61 7 5573 0544

REFUNDS

1. If a client cancels their pre-payment plan prior to departure (>4 weeks) – A full refund of monies paid, MINUS the \$500 deposit, will be returned to the client nominated bank account within 4 weeks.
2. If Somnio has already paid the contracted nominated Hospital, the invoice amount as instructed by the client, any refunds owed can take 4-8 weeks to be processed through the contracted Hospital.
Somnio will refund the invoice amount paid; Less the Deposit, LESS the International Transfer Fee, LESS the cost of any medical tests and transfers and a \$100 administrative fee.
3. There will be no refund for accommodation of any amount paid to Somnio if you cancel within 7 days of surgery date. This includes, departing early, choosing another hotel or a shorter stay.
4. If you choose to not have your surgery or you are denied surgery by the surgeon, at the time of your consult. Somnio will refund the invoice amount paid; Less the Deposit, LESS the International Transfer Fee, LESS the cost of any medical tests and transfers and a \$100 administrative fee.
5. If the client wishes to change surgery to a later date. No penalty will incur if this is with a 6 month period.

It is noted that on first payment of your pre-payment plan invoice you agree to ALL the pre-payment plan terms and conditions:

<https://form.jotform.co/info360/pre-payment-plan-tandc>

Finance option is also available through MacCredit: www.maccredit.com.au

