

BAKENKOP PAYMENT POLICY

We at Bakenkop strive to deliver the best service possible to your pet family.

- Please read through our accounting policy and the different payment options available. We acknowledge that not everyone can afford to pay upfront, but still would like the best diagnostics and treatment options available within their budget.

Kindly take note that we will not be able to discharge your pet before all the correct documentation has been completed as well as verified by us. We request that we finalise the paperwork within 12 hours of admitting your pet.

ACCOUNTING POLICY

- ❖ We are not registered as a credit provider.
- ❖ All accounts must be settled immediately after each consultation using:
 - Cash
 - Snapscan
 - Credit/Debit Card
 - EFT at the Practice with proof supplied to reception
 - Credit Card Budget System
- ❖ Food and Over the Counter products are no longer allowed to be added to Realpay.
- ❖ Special food orders are payable upfront.
- ❖ All special cremation requests are payable upfront.
- ❖ All dental and sterilization (castration/spay) procedures are payable upon discharge.

If your pet needs to be admitted into our Hospital, we can offer you the following:

1. OPTION 1: DEPOSIT & FULL SETTLEMENT AT DISCHARGE

Deposit of [which is needed on admission]:

Minimum 25 – 50 % of the cost estimate as determined by the vet.

And the full balance at Discharge using:

- Cash
- Snapscan
- Credit/Debit Card
- EFT at the Practice with proof supplied to reception
- Credit Card Budget System

Signature _____ Date _____

2. OPTION 2: NO DEPOSIT, PAYMENT WITH MEDIWALLET

If none of the above suits you, we can offer you the services of an outside credit provider that specialises in credit for veterinary and medical practitioners - MEDIWALLET

- 5% of total bill added as Admin fee
- No deposit required
- Payment over a period up to 18 months.
- Pre-approval at admittance of patient into the Hospital
 1. Sms to 48832 with your personal phone
Name*Surname*ID Number*gross monthly income.
 2. You should receive approval within 30sec. which must be shared with our reception.

3. Then Mediwallet needs the following documentation to process your application:
 - A copy of your last three months bank statements
 - A copy of your last pay slip
 - A colour copy of your ID/Driver's License

They accept photos of the above.

As soon as we received the full approval from Mediwallet, we will continue with the discussed diagnostic and treatment plan. Awaiting the final approval, we will offer emergency stabilisation and pain control.

When applying for MediWallet please keep the following in mind

1. We need confirmation from MediWallet that you have been approved on the same day of admission.
2. Your MediWallet application must be approved for the full treatment estimate before discharge. In the event that your MediWallet loan does not cover the full outstanding account the difference is payable upon discharge.
3. In the event that your MediWallet application is declined, the full account is payable upon discharge.

Signature _____ Date _____

Unfortunately, we are not able to accept EFT's on your terms.

Please feel free to discuss any concerns regarding payment in advance. We regrettably are not able to offer any other alternative options.