FEHÉR DENTALTEAM

General Payment Terms

FEHÉR DENTAL TEAM KFT.
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These General Payment Terms apply to consultations, diagnostic services and dental treatments provided at the Hungarian clinic of Fehér Dental Team Kft. (hereinafter referred to as the **Service Provider**).

Where the Service Provider and the patient enter into a separate written agreement concerning a specific treatment, the provisions of that individual agreement shall prevail to the extent that they differ from these General Payment Terms.

01 Fees and Payment

Treatment fees must be paid in full on the day of treatment or, in the case of dental prosthetic work, on the day the final restoration is delivered. Payment is to be made **on site in cash, in Hungarian forints (HUF) or euros (EUR)**. Patients are kindly requested to prepare accordingly.

Payment by bank transfer is permitted only with the **prior approval of the Service Provider**.

If a patient wishes to settle an already due treatment fee by bank transfer, the Service Provider may require the patient to sign a written acknowledgement of debt and a payment agreement concerning the outstanding amount. No acknowledgement of debt is required for advance payments made before treatment.

Any bank transfer fees, currency conversion charges or other banking costs charged by the patient's bank shall be borne by the patient and may not be deducted from the amount payable for treatment.

If the patient does not pay on site on the day of treatment and the Service Provider permits subsequent payment by bank transfer, the patient will receive the relevant invoice and may also be required to sign a separate acknowledgement of debt and payment agreement.

In such cases, the Service Provider may grant a payment grace period of up to **4 calendar days following the date of treatment or receipt of the invoice** for an amount that has already fallen due. The exact payment deadline will be specified in the individual agreement. If the final day of the payment period falls on a non-business day, the deadline shall expire on the next business day.

Any payment grace period is granted at the Service Provider's discretion and does not alter the original due date of the payment obligation.

The fees and validity period specified in the accepted treatment plan shall apply to the relevant treatment.

Fehér Dental Team Kft. is a private healthcare provider. Treatments provided under these terms are billed directly to the patient and cannot be obtained through the Service Provider as publicly funded healthcare.

Any reimbursement, contribution or cost coverage that the patient may be entitled to receive from an insurer or any other third party does not affect the patient's payment obligation towards the Service Provider.

02 Advance Payments and Appointment Booking

2.1. Treatments Requiring Dental Laboratory Work

An **advance payment of at least 50%** is required before commencing treatment involving crowns, bridges, inlays, onlays, ceramic veneers, implant-supported restorations or other procedures requiring dental laboratory work.

The exact amount, basis of calculation and payment deadline will be stated in the treatment plan, pro forma invoice or separate written agreement.

The remaining balance is due upon completion of the relevant treatment phase or upon delivery of the final dental restoration.

2.2. Consultation Appointments

A consultation appointment is considered confirmed only after the **consultation fee specified in advance by the Service Provider has been paid as an advance payment**.

Payment may be made via a payment link provided by the Service Provider or by bank transfer.

The amount paid will be credited towards the consultation fee and/or the diagnostic service communicated to the patient in advance. Any remaining balance must be paid in cash at the clinic. The patient will be informed of the amount in advance.

A consultation appointment may be cancelled or rescheduled free of charge if notice is given at least **48 hours before the scheduled start time**.

If a consultation is cancelled at least 48 hours in advance, the consultation advance payment will be refunded.

If the patient cancels within 48 hours of the appointment or fails to attend for reasons attributable to the patient, the consultation advance payment **will not be refunded**.

In the event of a documented sudden illness or another circumstance beyond the patient's reasonable control, the Service Provider may, provided that the patient informs the clinic as soon as reasonably possible, allow the amount already paid to be **transferred once to a newly scheduled consultation appointment**.

In such cases, the amount paid will not be refunded but will instead be credited towards the fee of the new appointment.

2.3. Other Appointments Requiring an Advance Payment

The Service Provider may also make the reservation of other treatment appointments conditional upon payment of an advance.

The patient will be informed in writing in advance of the amount of the required advance payment and the applicable payment deadline.

If the advance payment is not received by the specified deadline, the appointment may be released and offered to another patient. The patient will be notified accordingly.

Unless otherwise agreed in writing, any advance payment received will be credited towards the relevant treatment fee.

03 Cancellation, Rescheduling and Late Arrival

The specific cancellation rules set out in **Section 2.2** apply to consultation appointments. This section applies to all other treatment appointments.

Patients are requested to cancel or reschedule treatment appointments at least **48 hours before the scheduled start time**, either via the email address provided in the appointment confirmation or by telephone during clinic opening hours.

For cancellations or changes submitted by email, the time at which the email is received by the clinic shall be decisive. The 48-hour period is calculated continuously and includes weekends and public holidays.

In the event of a cancellation within 48 hours of the appointment or a no-show, where the cancellation or non-attendance is attributable to the patient, the Service Provider may recover any costs that were **actually incurred, documented, reasonable and not otherwise recoverable**, up to a maximum of **30% of the treatment fee agreed in advance for that specific appointment**.

This amount is not an automatic flat-rate cancellation charge and does not apply to the total value of the patient's treatment plan. The patient will receive a written breakdown of any amount charged.

Any cancellation cost paid will be credited in full against the fee of the patient's next treatment actually received at the clinic.

If the fee for the next treatment is lower than the available credit, the remaining balance may be credited against subsequent treatments until fully used.

Such credit constitutes a one-time set-off and does not constitute a new payment or advance payment. If the patient does not subsequently receive any further treatment, a cancellation cost lawfully charged will not be refunded for that reason.

No such cost will be charged where the patient provides an adequate justification for the cancellation or non-attendance, particularly in the case of a documented sudden illness or an unavoidable circumstance, provided that the clinic is informed as soon as reasonably possible.

No cancellation charge may be imposed where the treatment is cancelled by the Service Provider or cannot proceed due to a medical contraindication.

In the event of a delay of more than **15 minutes**, the treating dentist will decide whether the treatment can still be carried out safely and to an appropriate professional standard, either in full or in part. A new appointment may be required.

Any treatment actually performed remains payable. Costs relating to any unused appointment time may only be charged in accordance with the provisions of this section, without double charging.

04 Additional Treatment

If, during the course of treatment, an additional procedure becomes necessary that could not reasonably have been foreseen in advance and is clinically indicated, the Service Provider will inform the patient in advance of the need for the additional treatment and its expected cost.

Any modification to the treatment or the treatment fee will be discussed and documented.

This requirement may only be departed from where permitted by law, in an urgent situation, or where immediate treatment is necessary to protect the patient's health.

The cost of any correction or additional treatment related to a previous treatment will be assessed on the basis of the cause of the issue and the applicable guarantee, statutory warranty and other legal provisions.

05 Settlement Where Treatment Is Cancelled or Discontinued

If treatment is permanently cancelled or discontinued before completion, the Service Provider will provide an **itemised settlement of any advance payment received**.

The settlement may include:

- fees for treatment already performed;
- fees for services already provided;
- lawfully recoverable and documented costs of individual dental laboratory work that was approved in advance and has already been completed or can no longer be cancelled;
- other lawfully recoverable costs directly related to the relevant treatment.

Such costs may also arise where an appointment is cancelled within the required notice period, provided that the relevant cost had already been actually and irreversibly incurred at the time of cancellation.

The same cost may not be charged to the patient more than once under different legal or contractual headings.

Only lawfully recoverable amounts may be deducted from an advance payment. The patient will receive a written itemised settlement.

Any amount due to be refunded will be repaid by the Service Provider **within 14 days after the settlement has been finalised**.

If a treatment or appointment does not take place due to a decision of the Service Provider, the patient may choose between a new appointment or a refund of the unused portion of the advance payment relating to the cancelled treatment.

The rules set out in Section 3 apply to the subsequent crediting of cancellation costs.

06 Late Payment and Payment by Instalments

In the event of late payment, the Service Provider is entitled to charge default interest in accordance with the applicable laws in force at the relevant time.

Where a separate payment grace period has been granted under Section 1, default interest may only be charged from the day following the expiry of that grace period.

The applicable rate and calculation of default interest shall be determined in accordance with the laws in force at the relevant time, taking into account the currency in which the debt is denominated.

No separate flat-rate late payment fee will be charged.

In the event of non-payment, the Service Provider may issue a written payment demand granting the patient an additional payment period of at least **8 calendar days from receipt of the demand**.

If the demand remains unsuccessful, the Service Provider may engage a debt collection agency or legal counsel and, where the applicable legal requirements are met, initiate **order for payment proceedings or court proceedings**.

The granting of an additional payment period does not, in itself, suspend the accrual of default interest.

If the additional payment period expires without payment, any **medically postponable next stage of the relevant treatment**, as well as the delivery of the final dental prosthesis, may be suspended until the outstanding amount has been settled, subject to applicable legal and professional requirements, prior notice to the patient and appropriate clinical judgement.

Any measure taken as a result of late payment must not endanger the patient's health and does not affect urgent care, treatment necessary to prevent harm to the patient's health, or clinically necessary follow-up care.

Payment by instalments is available only on the basis of a **separate written agreement**.

Any outstanding balance relating to treatment already provided may become immediately payable in full only if this is expressly provided for in the instalment agreement and the patient also fails to comply with a written payment demand granting an additional period of at least **15 days** and expressly warning of this consequence.

In the event of repeated unjustified missed appointments or repeated late payment, the Service Provider may make the commencement of any new, medically postponable treatment conditional upon partial or full advance payment.

The effect of late payment on any guarantee claim is governed by the Service Provider's **Guarantee Terms** in force at the relevant time.

07 Information and Availability of These Terms

The Service Provider makes these General Payment Terms available to the patient before treatment begins or, at the latest, when the treatment relationship is established.

Patients are given the opportunity to review these terms in advance, ask questions about them and request further information where necessary.

The provisions of this document relating to payment, advance payments, appointment booking, cancellations, credits, settlement, late payment and enforcement of claims constitute the general financial terms applicable to services provided by the Service Provider.

Where different terms are set out in an individual treatment plan, quotation, pro forma invoice or separate written agreement, those specific terms shall take precedence in relation to the treatment concerned.

The patient's **statutory patient rights, consumer rights, warranty rights and other rights provided by law remain unaffected**.

The contractual relationship shall be governed by Hungarian law, without prejudice to any mandatory legal provisions that may apply.

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