

TERMS AND CONDITIONS

ONSITE FLU VACCINATIONS

Qualitas Health Corporate Flu Program

The Qualitas Health Corporate Flu Program is designed to facilitate annual flu vaccinations for workplaces, promoting employee health, reducing absenteeism, and maintaining organisational productivity. We are committed to transparent pricing and will notify clients of any additional fees, such as parking charges or onsite delays. A detailed written quote will be provided upon receipt of all necessary information.

Whilst we provide for your use, some collateral to promote the program to staff. It is the responsibility of the client to promote the flu vaccination program internally to maximise participation and ensure effective delivery of the requested services.

Booking Process

Bookings are coordinated by the Qualitas Health Workplace Wellness team. Written confirmation, including the vaccination date, time, and supporting materials (e.g., consent forms, information packs, promotional posters, and online booking links), will be provided upon completion of the booking process.

Eligible staff may also book government-subsidised vaccinations through Qualitas Medical Practice North Sydney with assistance from the FluShield manager.

Changes to Service

Clients may request modifications to the vaccination schedule in accordance with the **Cancellation and Postponement Policy** outlined below.

- **Increase in Vaccination Numbers:** Requests to increase the number of vaccines should be made as early as possible. If the additional vaccines cannot be accommodated, vouchers redeemable at our North Sydney practice will be provided.
- **Reduction in Vaccination Numbers:** Adjustments must be made at least 11 days prior to the onsite clinic date to avoid fees. Please refer to the **Cancellation and Postponement Policy** for details.

Cancellation and Postponement Policy

All cancellations or postponements must be submitted in writing. Charges will apply based on the notice period provided:

1. Cancellation:

- **10 Days' Notice:** A charge for the cost of ordered vaccines will apply.
- **3 Days' Notice:** Charges will include the cost of vaccines plus a \$200 administration fee.

2. Postponement:

- **10 Days' Notice:** Rescheduling to a mutually agreed date within 30 days incurs no charges.
- **3 Days' Notice:** Rescheduling to a mutually agreed date within 30 days incurs a \$200 fee.

If a postponed service is subsequently cancelled, full cancellation fees as per the **3 Days' Notice** policy will apply.

Invoicing and Payment

- **Initial Invoice:** A 50% deposit based on the estimated number of onsite vaccinations and vouchers will be invoiced upon booking confirmation. For bookings of fewer than 15 vaccinations, a flat fee in full will be invoiced.
- **Final Invoice:** Issued after service completion, reflecting the original quote and any additional costs. Unused vaccines can be converted into vouchers redeemable at our North Sydney practice.

All invoices are due within 7 days of issuance. Failure to make timely payments may result in booking cancellation

Nurse Onsite Services

Nurses will attend the client's premises as scheduled, based on the estimated number of vaccinations provided. The standard administration rate is three vaccinations per 10 minutes (18 per hour). Delays caused by factors such as employee unavailability or adverse medical reactions may result in additional charges of \$150 per hour (pro-rata).

A private, clean space must be provided for vaccination services to ensure privacy and efficient delivery.

Operating Hours

Vaccinations outside standard hours (8:00 AM - 6:00 PM) will incur a surcharge of \$100 per hour, with a minimum charge of two hours. For example, if a nurse is scheduled from 6:00 AM - 7:00 AM, a surcharge for two hours will apply.

Terms and Conditions for FluShield Voucher Program

Setup Fees

There are no additional setup fees for participating in the FluShield voucher program.

Voucher Charges

Voucher costs will be outlined in the proposal. Once the program is set up, staff will receive a link to redeem their vaccinations. Rescheduling is available through the same platform.

Voucher Redemption Updates

Periodic updates on voucher redemptions will be provided. Clients may also request this information at any time. An optional login feature for tracking staff participation may be available upon inquiry.

Refund Policy

Issued vouchers are non-refundable once unique codes are provided. Unredeemed vouchers, including those issued under government-funded programs, are not eligible for a refund.

Voucher Expiry

All vouchers will have an expiration date, and vaccinations must be booked and completed before this date, subject to availability. After the program's conclusion, a summary report will be provided, outlining overall program performance.

By confirming a booking or participating in the FluShield program, clients agree to the terms outlined above.