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Payment terms for invoices for medical consultations, expenses and services

Our invoices are payable within 30 days of the invoice date.

Invoices are prepared subject to all expenses and/or services that have not yet been charged.

On failure to pay following the first reminder, after 30 days the file will be transferred to a collection agency or bailiff's office for collection. To this end, the outstanding invoice or invoices and your contact details (email, telephone or mobile number, etc.) will be transferred to this agency. The collection agency or bailiff's office will charge a cost of 10% on the outstanding amount due with a minimum of 40 euros per file, as well as interest on arrears at a ratio of the statutory interest rates.

On failure to pay after the third reminder, we may be required to take further legal action, which will involve significant additional costs.

In the event that the outpatient clinic does not fulfil its contractual obligations, the patient is entitled to a fixed compensation of 10% of the invoice amount with a minimum of 40 euros.

If you dispute your invoice, please send your complaint by email to klachten@itg.be or by letter to:

Institute of Tropical Medicine
Attn. Service Quality
Nationalestraat 155
B-2000 Antwerp, Belgium

In the event of legal proceedings, the courts of Antwerp shall have exclusive jurisdiction, in application of Article 624, 2 ° of the Judicial Code.