



Payment Terms and Conditions

Refunds

Sections 130 and 131 of the Health Practitioners Competence Assurance Act 2003 set out the Board's authority to prescribe fees and levies payable to the Board in respect of activities carried out by the Board. All fees and levies are published in the New Zealand Gazette and can also be viewed on the Board's website.

Application fees are non-refundable once banked unless otherwise approved by the Board. If you wish to apply for a refund, please apply in writing to the Board at PO Box 9644, Wellington 6141 or by email to registrar@odob.health.nz, including information on the grounds under which you believe a refund is due.

Cancellation

Annual renewal payments cannot be cancelled, unless express approval is given by the Board. If you wish to cancel your payment, please apply in writing to the Board at PO Box 9644, Wellington 6141 or by email to registrar@odob.health.nz, including information on why you wish to cancel your payment. Cancellation can only take place prior to the first of April, if approval is granted.

Dispute Resolution

If you believe an error has occurred during the processing of your payment or you have accidentally selected the wrong payment option, please contact the Board immediately on 04 474 0704 so that we can investigate the issue and find a speedy resolution.

Transaction Currency

All fees displayed are in New Zealand dollars and are inclusive of goods and services tax.

Privacy Policy

General information provided during the application process is collected for the purpose of establishing practising intentions for the coming year, updating contact information held by the Board, and establishing competence and fitness to practise. This information is collected and retained securely on file by the Board and a copy can be requested by the individual concerned at any time pursuant to the Privacy Act 1993.

Payment information provided during the application process is confidential, is discarded after a transaction has been processed, and is not provided to any third parties by the Board.

Receipts

A payment receipt will be emailed to you once your payment and application have been successfully processed.

Credit card surcharge

The Board does not charge an additional fee for those paying by credit card.

Enquiries

If you have any enquiries not covered by the above information, please contact the Board on 04 474 0704.