

The Suites Terms and Conditions

Suitability

Whilst every effort will be made to cater to your needs, Patients will be individually assessed for suitability for care in The Suites.

St John of God Subiaco Hospital (SJGSH) reserves the right to decline a request to stay within The Suites, including because:

- a) The Suites are fully booked.
- b) The specialty the patient requires is not suitable for care within The Suites or does not meet the SJGSH admission criteria.
- c) The patient is acute medical or surgical and requiring critical care services.
- d) The patient requires specific infection control support.
- e) The patient has mobility issues requiring hoist transfer.
- f) The patient is less than 13 years of age (and less than 40kgs).

SJGSH may make, decline or cancel a booking at any time (including after payment is made) if one of the factors outlined above is met. If we cancel your booking, any money paid for your stay will be fully refunded. The level of clinical care service will be at the same high standard provided to all SJGSH patients.

Fees

There are two packages available and the fees will be not be covered by health funds.

The Premium Package provides access to premium accommodation (including a sofa bed for a guest), a reserved car bay and direct admission into your suite. It also includes increased comforts (such as room service menu, stocked in room fridge, coffee and tea making facilities and toiletries package) and greater technology provisions (such as dedicated WIFI, in room video conferencing facilities and streaming of your own entertainment services).

The Platinum Premium Package includes all of the above PLUS a caregiver dedicated solely to your care.

Cancellations and Changes

We make every effort to ensure the Suite is available as booked. However we reserve the right to cancel or make alterations to the booking due to unforeseen circumstances. If we need to change or cancel a booking, we will contact your as soon as it is reasonably practical and inform you of the change to your booking.

You may wish to discuss alternative admission dates with your surgeon, or elect to stay in a standard patient room and be issued a refund for money paid for the premium suite service.

If you are required to extend your stay beyond the original planned discharge date, there is no guarantee that the premium suite will be available for the additional duration of your stay. If SJGSH is unable to provide the room for additional days, you will be transferred to a standard room. If the suite is available, you will need to pay the additional fees prior to the additional duration of stay.

Other Services

Housekeeping is performed daily, in accordance with SJGSH standards. SJGSH, however, retains the right to clean your room at any time, if deemed necessary. Additional cleaning can be requested.

Computer Networks

Patients will have access to a dedicated network in the suite enabling Internet access. Your use of the network at SJGSH is at your own risk. SJGSH will not be liable for any loss or damaged incurred because of service interruption due to system failure or any other reason when using the computer network.

If you use the computer network in a way deemed inappropriate by SJGSH or in a way that may cause or actually caused damage, SJGSH will demand that the patient cease use immediately and may require that you compensate for any damage incurred.

Storing Valuables

It is generally advised that patients avoid bringing valuables into hospital.

A safe is available in The Suites. Any loss or damage to any items, cash or valuables stored in the room or the safe that is not caused by SJGSH will not be compensated.