

Membership - LE CERCLE

Terms and Conditions



Welcome to Le Cercle SM.Privé. Here, in plain language, is what your membership includes and what we each commit to.

1. Your membership

Your membership gives you access to the services and benefits presented to you at sign-up and listed in your confirmation email. It is personal and cannot be shared or transferred. You must be 18 or older to become a member.

Our membership brings together services and benefits that are not covered by the RAMQ. It is not insurance; membership does not replace your public coverage and does not give priority access to insured services. As with any patient, your care remains at the discretion of the professional who sees you.

2. Term and renewal

Your membership begins on the date you accept these terms online, runs for 12 months, and then renews automatically for another 12 months. We will write to you 30 days before each renewal to remind you of the date and the applicable rate, and you may decline the renewal at that time. You may also end your membership at any time (section 4).

3. Payment

The amount and frequency of payments are shown to you before you complete your sign-up and are confirmed in your confirmation email. By completing your membership, you authorize us to charge these fees, as well as the cancellation fees set out in section 5, to the payment method on file — please keep it up to date. If a payment is declined, we will notify you and you will have 10 days to resolve it.

4. Ending your membership

You may cancel at any time, without having to give a reason, by writing to us at service@santemedic.com.

Le Cercle benefits are granted in exchange for a 12-month commitment. If you cancel before the end of the year, we therefore re-price the services you have already received at their regular rate, then subtract what you have already paid. If a balance remains, it is billed to you; if there is none, nothing is owed. Membership fees already paid are not refunded on a pro-rata basis.

In the event of death, disability, or a move of more than 100 km, the membership ends with no re-pricing.

5. Your appointments

Cancel or reschedule at least 24 hours in advance — at no charge, as often as needed.

Less than 24 hours in advance, or a no-show without notice:

- if the appointment is a service included in your package, it is forfeited and removed from the package;
- for any other appointment, a \$50 fee applies.

Arriving more than 15 minutes late may be treated as a no-show.

These fees compensate for a time slot that was reserved for you and that we were unable to offer to another patient. In case of a serious unforeseen event — medical emergency, hospitalization, death of a loved one — write to us and we will waive the fees.

6. Using your benefits

Included services that are not used during the year are neither carried over nor refunded. Benefits have no monetary value and cannot be combined with other promotions unless stated otherwise. For a couple or family membership, the person who creates the membership is responsible for payment for everyone covered and confirms they are authorized to accept these terms on their behalf, and a minor child must be accompanied by a parent or guardian.

7. Changes to the program

The program may evolve. If we change the services, benefits, rates, or these terms, we will notify you by email at least 30 days in advance. If the change does not suit you, you may cancel your membership within 30 days of that notice, with no fee and no re-pricing.

8. Your information

Your personal and medical information remains confidential and is handled in accordance with Law 25 and the rules applicable to medical records. By completing your membership, you agree to receive communications related to your appointments and your membership by email or text message. Promotional communications are optional and you may opt out at any time.

9. Other details

We may end a membership in cases of non-payment, misrepresentation, misuse of the program, or disrespectful behaviour toward our team. The version of these terms that applies to you is the one displayed at the time you join; a copy is sent to you with your confirmation email. These terms are governed by the laws of Quebec. The parties have expressly required that these terms be drafted in French; this English text is provided for convenience and, in the event of any discrepancy, the French version prevails.
