

ONLINE SERVICE BOOKINGS AND RELATED POLICIES

Types of Bookings Available at Hospital :

1. **Consultants/ Doctors Booking:** Appointment for consultation with Doctors. User will pay the consultation charge in advance as slot reservation fee.
2. **Diagnostic Service Booking:** Appointment for diagnostic services offered by the hospital such as Radiology & Imaging , Department specific diagnostics etc. User will pay a nominal value as slot reservation fee.
3. **Health Checkup Booking:** Appointment for health checkup. User will pay the full check-up value in advance.
4. **Health Card Purchase Booking:** Purchase of Health Card Plan in order to avail complimentary benefits on hospital services.
5. **Surgery Consultation Booking:** Appointment for Surgery specific consultation with doctor.
6. **Procedure Consultation:** Appointment for procedure specific consultation with doctor.

Booking procedure and Flow -

1. User to opt for category of service booking on the website.
2. Creation of Account
3. Selection of appointment date and time and other relevant patient details.
4. Payment made online for booking confirmation
5. Booking confirmation sent through SMS and Email.
6. Call to be made from customer support for coordinating with user regarding booking.

Rescheduling Policy Post Booking Confirmation

1. **Rescheduling Window:** User/Patient will have the right to Reschedule/Modify the date and timing of their booking, latest by the Morning of their scheduled appointment booking date ie. By (1st Half before 12 PM).
2. By way of Rescheduling/Modifying within the prescribed time period, the user will have the right to shift their appointment booking to another date and time as per their preference without needing to make a new booking.
3. Rescheduling request beyond the above described window will not be entertained. User can opt for booking cancellation and refund, however to reschedule the user will have to book the appointment again.

Booking Cancellation and Refund-

1. **Cancellation Window -** User will have the right to make cancellation and claim full refund if the cancellation request is made within the prescribed cancellation window.
2. User will be entitled to full refund if the cancellation request is made, latest by the morning of their scheduled appointment booking date i.e. by 1st half before 12 pm.
3. In the event that cancellation request is made post this window on the same day or on the following days- users will be entitled to a refund of 50 % of the booking value