

## RETURN & CANCELLATION POLICY

### Refunds:

We will refund the money the way the payment was made. If the payment was by Credit Card or Net-Banking, we will refund through the Credit Card or Net-Banking account. Typically refunds are processed in 3 working days. Please note that we shall not be responsible for any delays in credit to the Cardholder's credit card account as that is managed by the Cardholder's issuing bank. You will be provided with refund reference number for further communication. Refunds will be processed only for advance booking and before start of the service. No refunds / cancellation requests shall be entertained in case of payment against bills.

### Cancellations:

Cancellation by the Customer –

Cancellation is permitted only for payment for appointments and Preventive Health Checks where the service is not rendered on the date of appointment and refund in such case will be processed within 3 working days and be made to the Payer. We will not be able to cancel bookings that have already been availed by the patient.

Cancellation of Room Booking:

In case of cancellation of booking prior to 24 hours the total amount will be returned less Rs. 1000/-. Cancellation within 24 hours, 50% of the amount will be refunded. Thereafter no refund will be made. The booked accommodation shall be kept vacant till 2 pm of the booked day after which the bed could be allotted to anybody else.

Cancellation by "MAHCT"

Occasionally, OPDs or appointments are canceled or postponed by the Doctor / "MAHCT". Should this occur, we will attempt to contact you and refund the amount as per the policy of the "MAHCT". You may book new appointment as per your convenience.

"MAHCT" has a right to cancel any booking due to some emergency.

Reschedule

If the call center is contacted in case of rescheduling, the existing appointment / PHP will be cancelled and refund will be processed within 3 working days and be made to the Payer as per the policy of "MAHCT". New date for appointment / PHP will be given which will be paid at the counter. Or visit [mahdelhi.org](http://mahdelhi.org) to book and pay online for other appointment or PHP.