



# EuroMedicalTours

## TERMS & CONDITIONS

### **Our Responsibility**

Your contract is with Saif Mikail Limited, trading as Euromedical Tours. We will provide you with arrangement services. Before your booking is confirmed and a contract comes into existence we reserve the right to increase or decrease brochure prices. The booking is not accepted until the date shown on the invoice, which will be sent once the deposit has been received. It is only then that a contract exists between you and us.

### **Pricing Information**

The price agreed upon will include surgery, transfers from the airport in India to the accommodation on arrival and the reverse transfer for departure, consultation with the surgeon, any pre-operative tests the surgeon requires, accommodation at the clinic as required, and bed and breakfast at a hotel, (if provided by ourselves), for the duration of your stay. You are liable for any other costs that you incur such as additional meals, use of telephone etc. at the hotel, or stay at accommodation not booked through ourselves.

### **Payment Terms**

Upon an agreement being made for a booking, a deposit of £250 is required as Administration Fee. When the Medical Questionnaire has been signed, you are confirming that you have understood and accepted these Terms & Conditions.

After your booking is taken, and a deposit received, a balance invoice will be sent to you detailing the total cost due. Full payment is due not less than 42 days (6 weeks) before departure. If you do not pay in full 42 days before departure, we reserve the right to cancel your booking, and cancellation charges may apply. If you make a booking within 42 days of your departure date, then you must pay the full cost of the procedure at the booking stage.

### **Your Procedure & Surgeon**

Your contract is with your clinic for all medical work undertaken. We hold no medical qualifications. We are not liable for the work of the surgeon or any of the staff engaged at your clinic.

We do not accept any responsibility in the unlikely event that the surgeon feels that you are not fit enough to undergo surgery.

Your clinic will give you aftercare instructions and advice. Should you not follow these and there is loss or damage arising from your lack of care we are not responsible.

Saif Mikail Limited, trading as Euromedical Tours accepts no liability for loss or injury of any kind except death or injury caused by the negligence of the company, its servants or agents.

### **Medical Questionnaire**

You agree that your medical questionnaire will be forwarded by e-mail to your clinic. We are not liable if you have not completed the questionnaire thoroughly and honestly or do not disclose to the medical staff at your clinic your full medical history.

We ensure that any information given to us is treated in a highly confidential manner and will only be sent to your clinic. Your medical questionnaire will be returned to you, if so requested, once you have completed your procedure. We will not disclose any information regarding you without your written permission.



# *EuroMedicalTours*

## **Travel Information, Documents & Passports**

After we have received the total monies due, you will receive any additional information relevant to you, together with a detailed receipt.

Euromedical Tours cannot accept responsibility for clients missing aircraft due to late arrival of connecting aircraft or for late check-in at the airport. Clients are responsible for the provision of all necessary valid documents. All clients other than Indian nationals require a full passport for travel to India, valid for at least 6 months before expiry on the date of travel. A visa is required by All other nationalities. Please ensure that you check flight timings carefully.

We can only advise of the requirements for Indian Nationals. Other passport holders and for British passports endorsed in any other way, enquiries should be made at the Indian High Commission.

## **Flight Delays / Changes**

Delays sometimes occur. We do not accept any responsibility for any delay. When delays occur, refreshments and meals will normally be the responsibility of the airline. It is recommended that you have travel insurance that will cover against delays.

Airlines occasionally may change the type of aircraft used on a particular flight without advance notice. Flight timings and days of operation are subject to change.

## **Cancellation**

If you decide to cancel your booking, we must be notified of the decision in writing. The cancellation will take effect from the day the written confirmation is received. The following scale of charges will be payable depending on when the notification of cancellation is received:

<b>More than 42 days</b>	Administration Fee
<b>28 – 8 days</b>	Administration Fee and actual disbursements airline, visa, hotels etc
<b>7 days or less</b>	Administration Fee and actual disbursements airline, visa, hotels, etc, and 25% of treatment cost

## **Circumstances Beyond Our Control**

Except where we say differently elsewhere in these conditions, we cannot pay any compensation, expenses, losses or any other amount or otherwise accept responsibility if we have to change your booking after departure or if we or our suppliers cannot provide your procedure as agreed, or you suffer any loss or damage of any description as a result of circumstances beyond our control. When we refer to circumstances beyond our control, we mean any event which we or the supplier in question could not foresee or avoid even after taking all reasonable care. Such circumstances will usually include war, terrorist activity, civil unrest, industrial dispute and bad weather (actual or threatened).

If we have to cancel or significantly change your booking, we will contact you to discuss this and you can choose to rearrange your procedure with us (and pay or receive a refund of any price difference) or cancel your booking and get a full refund. However, we will not pay compensation in these circumstances and are not responsible for any losses or expenses you suffer as a result of circumstances beyond our control.