

## Doctor Anywhere (DA) Cancellation Policy

1. Scenarios whereby there is a cancellation to orders placed in Klook before our clinic assistants contact the clients to confirm their appointment will be **refunded in full**, or if they fall into one of the following categories:
  - Changes in requirement from destination country (swab no longer needed prior to entering destination or transiting country)
  - Changes in health of the patient where fitness to fly is compromised i.e. major medical surgery (aesthetic surgeries or will not be considered as valid)
  - Injury resulting in Hospitalisation Leave
  - Compassionate reasons such as death or hospitalisation of immediate family members
  - Accidental duplicate orders with 2 or more payments received by the same patient
  - Client orders a wrong package (client to make booking for the correct package as advised by our clinic assistants before a refund for the wrongly purchased order is refunded)
  
2. There will be **no refund** if:
  - On the confirmed date & time of the appointment, the client is uncontactable/not at the address provided in the booking
  - Any point in time after the swab has been conducted
  
3. After our clinic assistants have contacted you to ask for supporting travel documents, your appointment **cannot be rescheduled or cancelled**. Partial refund, at the discretion of DA will be considered for:
  - Client changes travel plans due to personal reasons (e.g. spike in case without a declaration from country/decided not to fly)
  - Change of plans due to family or work reasons (e.g. leave not approved, unable to travel due to conflicting schedule)
  - Minor injury which is NOT given Hospitalisation Leave
  - Client's error in registration or documents not well received

**NOTE:** All partial refunds would incur an administrative fee of \$30. For example, if a partial refund of an order valued at \$128 is approved, only \$98 will be refunded to the card used for the booking. Discount codes (if used for the booking) cannot offset the monetary value for the refund.

**For Pre-Departure ART/PCR Test, Please check and confirm your testing window and time of result made available to you, will be in permissible limits for flight.**