

Ticare App

Terms and Conditions

Last Updated: 01/03/2025

Welcome to Ticare!

These Terms and Conditions ("Terms") govern your use of the Ticare mobile application and services. By downloading, accessing, or using Ticare, you agree to these Terms. Please read them carefully.

1. Introduction

Ticare is a healthtech platform that connects users with nearby ambulances for emergency medical transport. These Terms apply to all users, including riders (patients), ambulance providers, and hospitals registered on the platform.

2. User Eligibility

- You must be at least 18 years old to create an account on Ticare.
- By signing up, you confirm that the personal details provided are accurate and up to date.
- Ticare reserves the right to suspend or terminate accounts that provide false information.

3. Account Registration & Security

- Users must register using their full name, email, phone number, and password.
- An OTP (One-Time Password) will be sent to verify your phone number and email.
- You are responsible for maintaining the confidentiality of your account credentials.
- Any unauthorized use of your account should be reported to Ticare immediately.

4. Booking an Ambulance

- Users can request an ambulance through the app, and the nearest available provider will respond.
- Estimated arrival times may vary based on traffic, availability, and location.
- Users must provide accurate pickup and destination details for effective service.

5. Payments & Fees

- Users can pay for rides via cash or card upon service completion.
- Ticare reserves the right to adjust service fees and will notify users of any changes.
- Cancellation fees may apply if a ride is canceled after a provider has accepted the request.

6. Ambulance Providers & Service Standards

- Only verified hospitals or individuals with licensed ambulances can register as service providers.
- Providers must maintain operational and well-equipped ambulances that meet medical transport standards.
- Ticare reserves the right to remove any provider who fails to meet quality and safety standards.

7. Safety & Liability

- Ticare conducts verification checks on all ambulance providers; however, we do not own or operate the ambulances.
- Users are encouraged to report any concerns regarding service providers for prompt action.
- Ticare is not liable for delays, medical outcomes, or any incidents during transit.

8. Cancellation & Refund Policy

- Users may cancel a ride request before an ambulance is dispatched without charge.

- If a provider has already accepted the request, a cancellation fee may apply.
- Refund requests for incorrect charges will be reviewed on a case-by-case basis.

9. Data Privacy & Security

- Ticare collects user data for account verification, ride bookings, and service improvements.
- User data is protected and will not be shared with third parties without consent, except as required by law.
- By using Ticare, you agree to our **Privacy Policy** governing data usage and protection.

10. Prohibited Activities

Users agree **not** to:

- Misuse the app for fraudulent purposes.
- Provide false information during account registration.
- Disrupt or interfere with Ticare's operations.
- Harass, threaten, or harm service providers or other users.


Violating these rules may result in account suspension or legal action.

11. Changes to Terms

Ticare reserves the right to update these Terms at any time. Users will be notified of significant changes via email or app notifications. Continued use of the app after updates signifies acceptance of the revised Terms.

12. Contact & Support

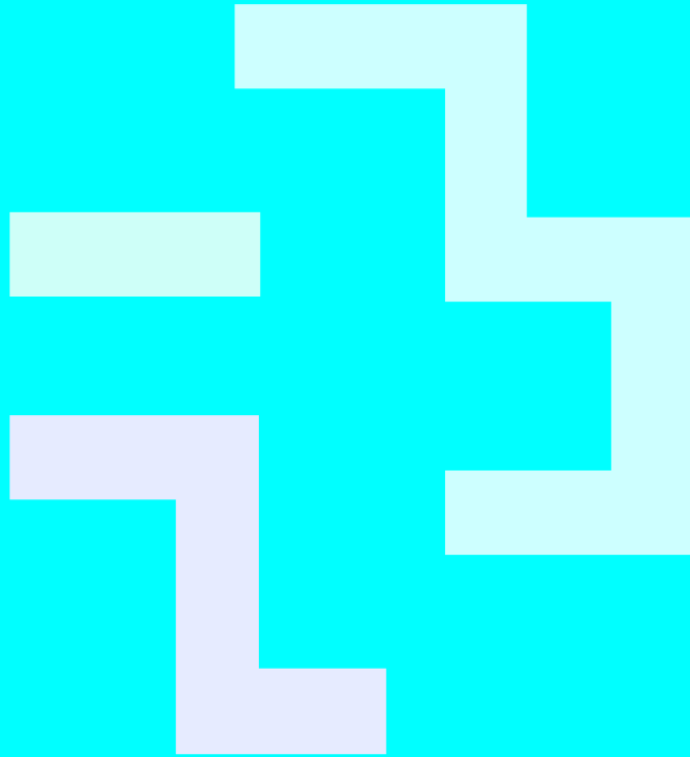
For any questions or concerns regarding these Terms, please contact us at:

 **Support Email:** hello@ticareapp.com

 **Customer Care:** 09067964607

By using Ticare, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.

Stay Safe with Ticare!



TiCare