

Refund & No-Show Policy (Patient)

1. Patient No-Show

- If you do not attend a physiotherapy session you booked and paid for, no refund will be issued.
- If you cancel your session 24 hours or more before the scheduled time, you will receive a full refund.
- If you cancel less than 24 hours before the session, no refund will be given.

2. Physiotherapist No-Show

- If the physiotherapist does not attend, you will receive a 100% refund for the session fee.
- No referral fee will be deducted, and you may be offered an alternative provider.

3. Doctor No-Show (Consultation)

- If your doctor does not attend a scheduled consultation, you will receive a 100% refund of the consultation fee.

4. Late Attendance

- If you are late, the session may be shortened. No partial refunds will be given for late arrival.
- If you are more than 15 minutes late and the session cannot continue, it will be treated as a no-show.

5. Advance Cancellations

- Cancel 24 hours or more before your appointment: Full refund.
- Cancel less than 24 hours before: No refund.

6. Walk-In Cases

- If your doctor booked physiotherapy on your behalf and paid, refunds (if applicable) will be returned to the doctor unless you register and take over the payment responsibility.

7. System Errors or Double Bookings

- In case of a technical issue or double booking, you will receive a full refund.

8. Disputes

- If you disagree with a no-show or refund decision, please contact support. The platform administrator will review the case and make a final decision.