

Refund & No-Show Policy (Doctor & Physiotherapist)

1. Patient No-Show

- If a patient does not attend, no payout will be made to the physiotherapist.
- For walk-in bookings paid by the doctor, refunds will be issued back to the doctor with a 10% platform fee deducted.

2. Physiotherapist No-Show

- Patients (or doctors, in walk-in cases) will receive a 100% refund.
- No referral fee will be triggered.
- Physiotherapists who repeatedly miss sessions may face penalties, including suspension.

3. Doctor No-Show (Consultation)

- Patients will receive a full refund of the consultation fee.
- Doctors who repeatedly miss consultations may face suspension or account review.

4. Late Attendance

- ****Patient late:**** Session may be shortened, but no partial refund applies by default.
- ****Physio late:**** If the session is shortened or cancelled, a partial or full refund will be provided to the patient/doctor, and no referral fee will be paid.

5. Advance Cancellations

- ****Patient cancels:****
- ≥24h notice → full refund.
- <24h notice → no refund.
- ****Physio cancels:**** 100% refund to patient/doctor, and referral fee not applied.
- ****Doctor cancels consult:**** 100% refund to patient.

6. Walk-In Cases

- If the doctor pays for the physiotherapy session, any refunds will return to the doctor, minus platform deductions.
- If the patient registers later and takes over payment, refunds will be processed to the patient account.

7. System Errors or Double Bookings

- In case of a system error or double booking, 100% refund will be processed to the payer.

8. Disputes

- Disputes will be reviewed by the platform administrator, whose decision is final.