

Provider Terms – Refund & No-Show Policy

These are the key rules you agree to when using the platform as a doctor or physiotherapist.

1. If a patient does not attend, the physiotherapist will not receive a payout.
 - In walk-in cases where the doctor paid, refunds will go back to the doctor with a 10% fee deducted.
2. If the physiotherapist does not attend, the patient (or doctor) will get a full refund.
 - No referral fee will be triggered, and repeat no-shows may lead to suspension.
3. If a doctor does not attend a consultation, the patient will get a full refund.
 - Repeat no-shows may lead to account suspension or review.
4. If the patient is late, the session can be shortened, but no refund is due.
5. If the physiotherapist is late and the session is shortened or cancelled, the patient (or doctor) will receive a partial or full refund, and no referral fee will apply.
6. If the patient cancels:
 - ≥ 24 h notice \rightarrow full refund.
 - < 24 h \rightarrow no refund.
7. If the physiotherapist cancels, the patient (or doctor) will get a full refund.
8. If the doctor cancels a consultation, the patient will get a full refund.
9. In walk-in cases, refunds go back to the doctor unless the patient registers and takes over payment.
10. Any system errors or double bookings will be refunded in full.
11. Disputes will be handled by the platform administrator, whose decision is final.