Booking, Rescheduling & Cancellation Policy

The Online Consultation with ANTARA CARES Wellness may be booked subject to slot availability displayed on the website. ANTARA CARES reserves the right to allocate the Doctor/Physician for the Online Consultation.

Online Consultation from a specific Doctor/Physician shall be available subject to his/her availability/willingness/discretion. Confirmation of your appointment with a specific Doctor/Physician, as per his/her availability, shall be sent to you via e-mail after the payment for the Online Consultation is received.

ANTARA CARES reserves the right to reschedule or cancel an appointment without any prior notice or reason. The time provided for a consultation to you is indicative and the actual consultation time may change depending on the consulting Doctor's availability, discretion or unexpected extended consultation time by prior users. However, you should be available online at the time slot of the Online Consultation provided to you.

Your consulted Physician reserves the right to provide post-consultation, free review other than the follow-up you have paid for. Consultations can be booked, rescheduled or cancelled only within the stipulated time limits.

No refund of consideration paid shall be made on cancellations done after the stipulated time period. Rescheduling may be done once, subject to the availability/willingness/discretion of the consulting Doctor/Physician.

Rescheduling of the appointment needs to be intimated via e-mail to antaracares@gmail.com at least forty-eight (48) hours prior to the appointment, failing which the appointment would be considered cancelled and retention would be charged as per the cancellation policy.

Cancellation of the appointment needs to be intimated via e-mail to antaracares@gmail.com at least forty-eight (48) hours prior to the appointment for eligibility for a refund. Any cancellation intimated less than 48 hours prior to the appointment will incur full retention of the charges paid for Online Consultation services.