



## **Refund/Cancellation Policy for Pre2doc Online Consults**

- The payment needs to be made by the patient, only once the Pre2Doc coordinating team has given him/her the time for the online consult.
- There will be no refund of the payment once the consultation has already taken place.
- If for any reason, the patient is unable to attend to the online video consult as per the time allotted, he/she will be provided two other suitable time options to get the consult completed.
- There is no cancellation policy once payment has been made through the payment gateway.