



## Terms & Conditions

### Best Treatment

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represented by Søren Aschenbach

### Information

Many of the services that make up your travel booking are provided by independent suppliers. In addition, the medical services provided by the Medical Service Providers are the sole responsibility of that provider. Those suppliers and the Medical Service Providers provide these services in accordance with their own terms and conditions. Some of these terms and conditions may limit or exclude the suppliers or the Medical Service Providers' liability to you. In particular, some of these terms and conditions may limit or exclude liability for death, personal injury or medical malpractice. Your booking is made subject to, and constitutes your acceptance of, these Terms and Conditions.

Best Treatment accepts no responsibility for information supplied to us by third parties. Best Treatment recommends you confirm all information contained in the Materials of the third party provider. The details of the prices, packages, tours, flights and other information displayed on the Site and provided in the Materials and on the Site are subject to availability.

It should be noted that all documents issued to you are non-transferable. Such documents may include but are not limited to, airline tickets, hotel vouchers, tour vouchers, or any other document used to confirm an arrangement with a Service Provider or the Medical Service Providers. Such documents may also be subject to conditions such as, but not limited to, being nonrefundable, non-date-changeable and subject to cancellation or amendment fees. It is your responsibility to familiarize yourself with this condition. In addition, at times exact cancellation fees may not be known until after cancellation, due to the booking systems, policies and processes of the relevant Service Providers. You agree that Best Treatment is not responsible for the amount or certainty of cancellation fees.

All monies received by Best Treatment from you in respect of services, either medical or travel, are received by us as the agent only of the Service Provider. If for any reason, any Service Provider or the Medical Service Provider is unable to provide the services for which you have contracted, your remedy lies against that Service Provider or Medical Service Provider, as applicable, and not against Best Treatment. In the event we received payment by credit card, you agree that you will not seek to chargeback or recover your payment or any losses from Best Treatment. Further, you agree that, for the purposes of any applicable credit card scheme rules, by completing your booking and remitting payment to the relevant Service Provider(s), Best Treatment has discharged in full our responsibilities to you.

By accepting these Terms and Conditions you hereby waive the right to seek any chargeback against Best Treatment.



## **Prices**

All prices provided on the Site or in Brochures and associated Materials are subject to change without notice. This is because airlines, hotels, Medical Service Providers and other services may change their prices at any time.

Special conditions may apply to the prices set out in the Materials and on the Site.

To determine such conditions, you must contact Best Treatment or the relevant Service Provider.

Any additional costs will be advised to you once you have made a booking with Best Treatment and we have confirmed the booking.

Service Providers are independent parties over which Best Treatment has no control. The information and description given about the Service Providers and their products are based on our inquiries and are believed to be accurate.

## **Method of Payment**

Once booking is complete, you will receive a collective invoice for all services selected, such as travel, accommodation, a Personal Health Manager or interpreter, etc as far as requested.

A 25% deposit of the total is due within 7 working days after booking. In case of cancellation, this prepayment will not be refunded.

The remaining 75% are due at latest 14 days before your departure. Full prepayment is a necessary security prerequisite for Best Treatment and its partners. We hope for your understanding.

Payment has to be conducted by bank transfer or credit card.

## **Limitation on Liability for Medical Tourism Services**

We have a preferred partner arrangement with the Medical Service Providers to arrange travel and related products and services for its potential and current patients to allow them to travel to the Medical Service Providers. We are not a medical referral service and we do not endorse, recommend, or approve the Medical Service Providers. We are not medical professionals and will not discuss or advise any issues relating to medical treatment. We facilitate contact with the Medical Service Providers and provide the information provided by the Medical Service Providers to you. We do not, however, recommend any preferred or specific doctors of the Medical Service Provider for desired medical treatment. WE ENCOURAGE AND ADVISE YOU TO DISCUSS ALL MEDICAL ISSUES WITH YOUR MEDICAL DOCTOR IN YOUR COUNTRY BEFORE MAKING A DECISION ON MEDICAL TREATMENT OUTSIDE YOUR COUNTRY.

## **Governing Law**

This Agreement shall deemed to be made under, and in all respects shall be interpreted, construed and governed by and in accordance with, the law of the state of Austria without regard to any conflict of law principles that would cause the laws of any other jurisdiction to apply.

No verbal side agreements are valid – all amendments to the contract must be in writing in order to be effective.