

Terms & Conditions

Last Updated: November 26th, 2023

1. Definitions

In these Terms & Conditions, the following terms shall have the meanings ascribed to them:

- "HT.clinic," "we," "our," or "us" refers to the website and the company, HT.clinic, offering medical tourism packages and other medical or tourism services
- "Client," "you," or "your" refers to any individual or entity using our services or accessing our website.
- "Clinic" refers to the medical facility or service provider where the medical treatments and procedures will be performed.
- "Service Providers" refer to the clinics, hotels, ground transportation companies, and any other entities or individuals involved in providing services within the packages offered by HT.clinic.
- "Treatments" refer to medical procedures offered in the packages, including but not limited to hair transplants, dental operations, plastic surgeries, and aesthetic procedures.
- "Medical Evaluation" refers to the assessment made by the Clinic based on the information and pictures provided by the client.
- "Voucher" refers to the document provided to the client containing details of the Medical Evaluation and other package information.

2. Entire Agreement

By using HT.clinic's services and agreeing to these Terms & Conditions, you acknowledge and agree that this document constitutes the entire agreement between you and HT.clinic, superseding any prior agreements, negotiations, or understandings, whether oral or written.

3. Non-Indemnification

While HT.clinic strives to select reputable service providers and offers support to its Clients, we are not the direct service providers. Therefore, the liability for Treatments, accommodation, ground transportation, and other services lies solely with the Service Providers or the Client as applicable. HT.clinic, its directors, employees, affiliates, and representatives shall not be held liable for any claims, losses, damages, injuries, dissatisfaction or delays arising from the services provided by the Clinic or other Service Providers.

4. Limitation of Liability

Our employees, affiliates, and directors do not possess official medical training or licenses to practice medicine. Therefore, we rely on third-party partners to perform medical treatments. Clients should consult their local physicians before proceeding with any treatment or product introduced by HT.clinic, absolving HT.clinic and its employees, affiliates, and directors of any liability related to the usage of such treatments or products.

5. Services Offered

HT.clinic offers medical tourism packages that may include hair transplants, dental operations, plastic surgeries, aesthetics procedures, accommodation, ground transportation,

and other services at the chosen destination. We strive to work with the best service providers in the world and provide excellent support to our Clients in arranging their package.

6. Medical and Treatment Disclaimer

Results may vary in different treatments, and there is no promise or guarantee of satisfactory results due to various factors. The client acknowledges that proceeding with the Treatments is their decision and at their own risk and responsibility. The decision to undergo any medical treatment or use any product lies solely with the Client. HT.clinic advises all clients to consult with their local medical professionals before proceeding with any medical treatment or product.

7. Medical Questionnaire and Pictures

The client assumes full responsibility for the accuracy of the medical questionnaire and pictures provided to HT.clinic. The Medical Evaluation conducted by the Clinic is based on the information provided by the client. If the provided information is found to be inaccurate at the date of the Treatments, the Clinic reserves the right to refuse the Treatments without offering a refund option.

8. Compliance with Guidelines and Instructions

The client is obligated to follow all guidelines and instructions provided by HT.clinic and the Clinic before, during, and after the treatment. Failure to comply may lead to the refusal of treatment, without the possibility of a refund or compensation for dissatisfactory results.

9. Medical Evaluation on Voucher

The client acknowledges that the Voucher will contain the Medical Evaluation provided by the clinic. By accepting the Voucher, the client removes any claim that they were unaware of the Medical Evaluation before arriving at the clinic. HT.clinic shall not be responsible for any discontent resulting from differences between the Medical Evaluation and the actual treatment performed by the Clinic due to medical reasons or other factors.

10. Consent Form

The client may be required to sign a consent form upon arriving at the clinic, as requested by the clinic.

11. Refusal of Service

HT.clinic reserves the right to refuse service to clients if they are found unsuitable for the medical Treatments they seek, have unrealistic expectations, or for any other reason at HT.clinic's discretion.

12. Amendments to Packages

12.1 All requests for modifications must be formally communicated in writing and directed to change@ht.clinic. Such correspondence should include essential details, such as the reservation number, full name, and Treatments date.

- 12.2 Modification requests are subject to rate adjustments based on current availability and fluctuating rates from various vendors.
- 12.3 Upon submission of a modification request, the company will provide the revised rate, if applicable. In such instances, the client retains the right to either confirm the alterations or proceed with a cancellation, as outlined in the subsequent article.
- 12.4 In the event of changes initiated by the company, the client has the option to either accept or reject the proposed alterations.
 - 12.4.1 Should the client choose to reject the changes, they may request a full refund, provided the request is made within 72 hours from the change notification, if the Treatments/arrival date is more than 14 days ahead. For changes within 14 days of the Treatments/arrival date, the request must be made within 24 hours.
 - 12.4.2 Failure to respond within the stipulated time frame to a change request by the company will be considered as confirmation of the proposed changes by the client.

13. Cancellation and Refund Policy

- 13.1 All requests for cancellations must be formally communicated in writing and sent to cancel@ht.clinic. Correspondence should include essential details, such as the reservation number, full name, and Treatments date.
- 13.2 Cancellations submitted more than 60 days prior to the scheduled Treatments/arrival date (whichever is earlier), and within 30 days of the initial reservation payment, qualify for a full refund from payments actually paid by the client.
- 13.3 Cancellations submitted more than 30 days prior to the scheduled Treatments/arrival date (whichever is earlier), and within 7 days of the initial reservation payment, qualify for a full refund from payments actually paid by the client.
- 13.4 With the exception of the provisions in clauses 13.2 and 13.3 above, any cancellation submitted more than 14 days prior to the scheduled Treatments/arrival date (whichever is earlier) renders the reservation fee non-refundable. However, any remaining payments (if made) remain eligible for refund from payments actually paid by the client.
- 13.5 Cancellations submitted less than 14 days but more than 7 days prior to the scheduled Treatments/arrival date (whichever is earlier), shall have a cancellation fee of 50% from the total cost of the package.
- 13.6 Cancellations submitted less than 7 days but more than 4 days prior to the scheduled Treatments/arrival date (whichever is earlier), shall have a cancellation fee of 75% from the total cost of the package.
- 13.7 Cancellations submitted less than 4 days but more than 2 days prior to the scheduled Treatments/arrival date (whichever is earlier), shall have a cancellation fee of 90% from the total cost of the package.
- 13.8 Cancellations submitted less than 2 days prior to the scheduled Treatments/arrival date (whichever is earlier), instances of no-show or significant delays in arrival, are ineligible for a refund.
- 13.9 In any case of a refund, eligible according to the mentioned in this article 13, Refunds shall not exceed the amount actually paid to HT.clinic.
- 13.10 In the event of a client initiating a chargeback, HT.clinic reserves the right to pursue legal action for any damages incurred, including harming relationships with payment suppliers, downtime, and legal costs.

14. HT.clinic's Right to Change or Cancel Package

HT.clinic reserves the right to change or cancel a package for any reason. In case of cancellation, HT.clinic may offer a refund of the amount paid. In case of a change, the client may agree to the new terms or request a refund as described on clause 12.4

15. Inappropriate Behavior

Any inappropriate behavior, disrespect towards local teams or service providers, or violent conduct may result in refusal of service with no refund option.

16. Privacy Policy

HT.clinic adheres to the General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA). Detailed information about the privacy policy can be found on our website. If you have any questions or concerns regarding our privacy policy, please contact us at privacy@ht.clinic

17. Testimonials

By agreeing to these Terms & Conditions, the Client consents to the use of their testimonials and before/after pictures on HT.clinic's website, social media pages, and other promotional materials. However, the Client has the right to object to the use of such materials by reaching out to HT.clinic at legal@ht.clinic, upon which they will be removed within 14 days.

18. Information Accuracy

All information provided on HT.clinic's website is based on our knowledge, research, and general information available on the internet. We have no medical training. Clients are advised to consult with medical professionals before using any products or undergoing treatments.

19. Flight and Travel Responsibility

HT.clinic does not provide flight services as part of the package. While we may offer assistance in arranging flights, we shall not be held responsible for any claims, delays, or losses arising from flight bookings.

20. External Third-Party Links

HT.clinic's website and team may provide links to other website resources that we make available simply as a convenience to our Clients. We do not control or endorse any such other sites, or any products or services sold on such other sites, and disclaim any responsibility for the content of such third-party sites. Clients of this site assume full responsibility for their use of the information obtained from this site and understand and agree that HT.clinic is not responsible or liable for any claim, loss or damage arising from the use of the information.

21. Age Restriction

HT.clinic does not offer services to individuals under the age of 18 without written consent from their legal guardians.

22. Trademark and Copyright Protection

All content, trademarks, and copyrights displayed on the HT.clinic website are the property of their respective owners and are protected under applicable trademark and copyright laws. Any unauthorized use of such content is strictly prohibited.

23. Changes to Terms & Conditions

HT.clinic reserves the right to modify these Terms & Conditions at any time without prior notice.

24. Legal Jurisdiction and Court Venue

These Terms & Conditions are governed by and construed in accordance with the laws of Israel. Any disputes arising from these Terms & Conditions or the services provided by HT.clinic shall be subject to the exclusive jurisdiction of the courts in Tel Aviv-Yafo, Israel.

By using HT.clinic's services, you acknowledge that you have read, understood, and agreed to these Terms & Conditions. If you do not agree with any part of these Terms & Conditions, you must refrain from using our services. If you have any questions or concerns, please contact us at legal@ht.clinic.