Patient Service Agreement

Agreement No.	As in your acceptance link	Version	1.0
Date	Date of your online acceptance	Patient	As entered in your acceptance form
Patient country	As entered in your acceptance form	Representative (if any)	As entered in your acceptance form

1. Who we are and what this agreement is. This agreement is between MediRoute Kerala, a partnership firm, Building No. VI/704 B, Manafiya Road, Kavungalparambu, Vengola P.O., Ernakulam District, Kerala 683556, India ("we", "us"), and the patient named above, or the patient's authorised representative ("you"). It covers the non-clinical facilitation services described in clause 3 and Schedule 1. Schedule 1 (Services and Charges) and the individual written quote we give you before you accept this agreement form part of it.

2. We are a facilitator, not a hospital or doctor. We do not diagnose, treat, prescribe, give medical advice or take clinical decisions. Treatment is provided only by the hospital and doctors you choose. Your treatment contract and your clinical consent are with them, not with us.

3. Services. We will provide the services listed in Schedule 1 that apply to you, as confirmed in your written quote. Part A of Schedule 1 lists the coordination services we provide without a separate coordination fee. Part B lists services that are charged at actual cost plus our nominal service charge, as estimated in your individual written quote.

4. What we do not do. We do not set hospital or doctor fees, choose your treatment, issue visas, promise treatment results, or promise that a visa will be granted. Visas are decided only by the Indian authorities.

5. Hospitals, doctors and other providers are independent. Hospitals, doctors, hotels and transport operators are independent of us. Each is responsible for its own services, licences, insurance and conduct. We will take reasonable care in choosing and introducing them, and we will help you raise a concern with them.

6. What you tell us. You agree to give accurate and complete information about yourself and your medical history, and to tell us promptly if anything changes. We pass your information to the hospital as you give it and do not check it clinically.

7. Language assistance. Our coordinator provides communication support between you and the hospital during arranged interactions, as part of our coordination. A coordinator is assigned to your case; if your coordinator cannot attend a scheduled hospital visit, we will arrange another coordinator or tell you in advance. This support is not a certified medical interpretation service. Where precise medical interpretation is needed, a professional medical interpreter can be arranged as a Part B service, or provided by the hospital. For important decisions, please ask the doctor to confirm in writing.

8. Charges, quotes and payments.

- **Hospital charges** (consultation, tests, treatment, medicines, admission) are the hospital's, are not included in our charges, and are paid by you directly to the hospital. Hospital estimates are shared as issued; final hospital bills may differ.
- **Part B services are charged at actual cost plus our nominal service charge.** Your individual written quote, which we give you before you accept this agreement, shows the estimated actual cost and our service charge separately. Because third-party prices, availability and your own choices may change between the quote and the service, the actual cost may differ from the estimate. We charge only the actual cost, supported by documents, plus the service charge stated in the quote. Amounts are not fixed in this agreement because they depend on your requirements, your country and the services you choose.
- No Part B service is arranged without your approval. You give approval by accepting the quote or, during your stay, by asking us for a service or change in person, by phone or by message.
- For Part B services the quote shows separately (a) the estimated actual cost of the service, whether provided by us or by an independent provider, and (b) our service charge, where one applies. A service charge, where applicable, is nominal. There is no service charge for hotel arrangement, which is part of our coordination.
- Hotel bills, transport fares and other third-party costs are not part of Part A. They are shown in your quote and are paid directly to the provider or through us, as stated in the quote. Where we pay a third party on your behalf

we invoice you the actual amount, itemised.

- Quotes state the currency, the validity period and who bears bank or exchange charges. Amounts are quoted without tax; GST, if applicable, is added and shown separately. If a third-party price changes before booking, we will tell you and you may accept or decline the change. If the actual cost of any Part B service exceeds the estimate in your quote by more than 10%, we will tell you before arranging the service, and you may accept the revised amount or decline the service without charge.
- The written quote we give you sets out the details of each service for you. If it differs from Schedule 1, the quote you accepted applies.
- We give a receipt for every payment you make to us.

9. Advance payment, final statement and balance. For each Part B service, the full estimated amount shown in your written quote is paid in advance before we arrange the service, either to us (into our account) or, where you prefer, directly by you to the service provider for the actual cost. The amount, purpose and payment options are stated in your quote, and we give you an itemised receipt. After your stay, we give you a final itemised statement showing the advance received, the actual costs paid on your behalf with supporting documents, and our service charge. Any balance of your advance is refunded on the day of the statement and before you leave India, by bank transfer or UPI, or in Indian rupees in cash against a signed receipt. If you ask for the refund to be sent to a foreign bank account, we send it by bank remittance, to the account from which the payment was received wherever possible. Any amount a provider has yet to refund to us is passed on to you within 7 days of our receiving it. We accept cash payments only within the limits allowed by law; larger amounts are paid by bank transfer. If you or your family ask for additional services or extensions during your stay (for example an extra night or a local trip), whether in person, by phone or by message, we will tell you the estimated cost before arranging the service. These are treated as requested by you, are shown separately in the final statement, and are payable on the day they are incurred. We may require an additional advance before arranging further services and are not obliged to arrange any further service until it is paid. Any balance owed under the final statement is payable on the date of the statement and in any case before you leave India. We will not add any service you have not requested. The final settlement of advances after completion of the agreed services is made in accordance with this clause. If you cancel or postpone the trip before or during the provision of the agreed services, the cancellation, non-recoverable third-party costs and any applicable refund are dealt with under clause 10.

10. Cancellation, changes and refunds. You may cancel or change any service before it is performed. If you cancel, postpone or change agreed arrangements, cancellation charges and amendment fees follow the booking terms we gave you before confirmation and the policies of the relevant providers. Where you cancel or postpone a trip after we have paid or committed amounts to hotels, transport operators or other service providers, any refund due to you is calculated after deducting reasonable, documented third-party costs actually incurred, to the extent non-refundable under the provider's cancellation terms disclosed to you before booking, and subject to applicable law. We will give you an itemised statement of these deductions and the supporting documents reasonably available to us. Any refundable balance held by us is refunded within 14 days of your written cancellation, by the original payment method. Any third-party refund we receive after the initial settlement is passed on to you within 7 days of receipt. Where you paid a provider directly, you follow that provider's cancellation and refund procedure and we will help coordinate. Nothing here limits your rights under consumer law.

11. Cooling-off right. You may cancel this agreement within 48 hours of accepting it and receive a full refund of any advance paid, unless we have already committed funds to a third party on your behalf, in which case the non-refundable third-party costs are deducted under clause 10. After 48 hours you may still cancel under clause 10.

12. How we earn. We do not charge you a separate fee for the coordination services listed in Part A of Schedule 1. Services listed in Part B (such as transport and trips) are charged as stated in your individual written quote, with the cost and our service charge shown separately. MediRoute Kerala may receive a facilitation fee from hospitals for the coordination described in this Agreement. This fee is paid by the hospital and does not add to the bill you pay.

13. Emergencies. If you become seriously unwell, the hospital treating you takes the clinical decisions. We will promptly contact the family member you nominate (clause 14) and help with communication and logistics. We do not provide emergency medical care.

14. Your nominated family contact. You name one or more people we may contact about your care and arrangements: their name, relationship, phone number and language. You tell us what we may share with them. If you cannot decide for yourself, the hospital's rules and the law decide who may consent to treatment; we will help the hospital reach your family.

15. If the patient dies or becomes unable to act. We will inform your nominated contact immediately and help with hospital and official formalities and communication, without making any medical or legal decision. If your family asks us to, we also help with repatriation arrangements. Repatriation is a Part B service: the actual costs (for example hospital and mortuary charges, embalming, documents, ambulance and flights) are paid by your family, with our service charge shown separately in a written quote. Your legal heirs keep all their legal rights.

16. Complaints. Write to help@mediroutekerala.com or call or message +91 94473 65074 (WhatsApp). We acknowledge within 2 working days and aim to reply within 15 days. Our complaints contact is Linzad N.J, Managing Partner. You may also complain to the hospital, the consumer authorities or the courts at any time.

17. Records and privacy. We keep your enquiry, agreement, payment and communication records for the period stated in our Privacy Notice. How we use your personal and medical data is explained in our Privacy Notice, which you must read and separately consent to. We ask you not to send medical reports through the website enquiry form; we will tell you how to share them securely.

18. Our responsibility. Medical treatment and its outcome. Medical treatment carries risks. Diagnosis, treatment, surgery, medication and clinical care are decided and provided by the hospital and doctors you choose, not by us, and their results also depend on your own medical condition. MediRoute Kerala does not provide medical services and is not responsible for the clinical outcome of any treatment, including failure of treatment, complications, temporary or permanent disability, or death. The hospitals, doctors and other medical providers are independent professionals; we do not control or guarantee their medical services. If you have a concern about your medical treatment, we will help you with communication and with obtaining your medical records. We recommend that you take travel and medical insurance covering your treatment and stay. **Our own services.** We are responsible for the services we ourselves agree to provide, including transport in our own vehicles, and for taking reasonable care in providing them. Nothing in this agreement excludes or limits liability that the law does not allow to be excluded, including liability for fraud, misrepresentation, or for death or personal injury caused by our own negligence, or your rights under consumer law.

19. Things outside our control. We are not responsible for delays or changes caused by events outside our reasonable control, such as flight changes, weather, traffic or road disruption, unexpected vehicle breakdown, hospital scheduling or government decisions, but we will tell you quickly and help you with alternatives.

20. Governing law, courts and disputes. Indian law applies. We will first try to resolve any dispute by discussion and, if you agree, mediation. If it is not resolved, the courts at Ernakulam, Kerala have jurisdiction. This does not remove any right you have under consumer protection law.

21. Language and governing version. This agreement is made in English and in Arabic. Both versions are authentic and have equal legal effect. You read and accept this agreement in one version, and the version you read and accepted governs your rights and obligations. If there is any conflict or discrepancy between the English and Arabic texts, the meaning more favourable to you prevails.

22. Minors and representatives. If the patient is under 18, or cannot sign, a parent, guardian or authorised representative signs for them and confirms their authority. We may ask for proof, such as a copy of the representative's passport or identity document and a document showing the relationship or authority.

23. Acceptance. You accept this agreement by typing your name, ticking the acceptance box and submitting the form. You give your consent to the Privacy Notice separately, by ticking a second box in the same form. You confirm which version you read: Arabic, English or both, and your acceptance applies to the version you read. We record the date, time, version and language, and send you a copy. You may ask for a copy at any time.

Acceptance

This agreement is accepted online. No printed or handwritten signature is needed. You accept it by completing the MediRoute Kerala acceptance form, as described in clause 23. We keep a record of your acceptance (name, agreement number, version, language, date and time) and send you a copy of this agreement. MediRoute Kerala is bound by this agreement from the time we receive your acceptance.

For MediRoute Kerala: Linzad N.J, Managing Partner

Schedule 1. Services and Charges

This Schedule replaces any per-item tick list of services. Part A and Part B apply to you as confirmed in your written quote. We will not charge for any Part B service without your prior approval.

Part A. Coordination services with no separate coordination fee

We do not charge a separate coordination fee for the following. Third-party costs (hospital, hotel, transport and similar) are not included.

- Doctor and hospital appointment coordination (including coordination with the hospital's international patient department).
- Sharing your medical reports with the hospital, with your consent, through a secure channel we tell you.
- Obtaining and sharing treatment estimates from hospitals, as issued by the hospital.
- Medical visa invitation letter coordination (the letter is issued by the hospital; the visa is decided only by the Indian authorities).
- Receiving you at the airport on arrival and guiding you to your arranged transport or hotel (the vehicle itself is a Part B service).
- Hotel and accommodation arrangement, as part of coordination, with no service charge (the hotel's own charges are paid as stated in your quote).
- Communication support from our coordinator by message, phone and at arranged interactions, including accompanying you to hospital visits for this purpose. If your coordinator cannot attend a scheduled hospital visit, we will arrange another coordinator or tell you in advance. This support is not a certified medical interpretation service; a professional medical interpreter can be arranged under Part B.
- Post-treatment follow-up coordination with the hospital.

Part B. Services charged as quoted in advance

Your approval first. Your individual written quote shows, for each Part B service, the estimated actual cost and our nominal service charge separately. You are charged the actual cost, supported by documents, plus that service charge. Nothing in Part B is arranged without your approval, given by accepting the quote or, during your stay, by asking us for a service in person, by phone or by message. Amounts are not fixed in this agreement because they depend on your requirements, country, duration of stay and the provider.

- Airport pickup and drop transportation, hotel to hospital transfers and other local transportation. We use our own vehicles or, where needed, an independent licensed operator; your quote says which.
- Professional translator or interpreter (Arabic or other language) at consultations, if you or the hospital need one.
- Dedicated personal assistance or a patient attendant beyond the coordination in Part A.
- Local trips or sightseeing and one or two day trips (optional, after your doctor confirms you are fit to travel), using our vehicle or an independent licensed operator.
- Any additional service you or your family request.
- A customised package covering selected services and related expenses (accommodation, transport, interpretation and other agreed items) for the stay, on request. The quotation will state scope, price, inclusions, exclusions and terms, and is agreed before arrangements are confirmed.

Not included in Schedule 1

- Hospital charges: consultation, tests, treatment, medicines, admission and any extra the hospital bills.
- Hotel bills, fares and other third-party costs, unless expressly included in a written quotation.
- Visa fees and flight tickets. If you prefer, we can help you book flights; the fare is paid as stated in your written quote.
- Currency exchange. If you ask, we can guide you to an authorised money changer or bank, in line with the rules in force. We do not exchange currency ourselves.
- Hospital payments. You pay the hospital directly. We do not collect or hold money for your treatment.

Schedule 2. Patient Acknowledgements

By accepting this agreement, you confirm that you have read and understood the following statements. They do not replace the hospital's own clinical consent.

- **We are not your doctor or hospital.** MediRoute Kerala helps you contact hospitals and arranges non-medical support. We do not give medical advice, diagnosis or treatment.
- **Your doctors decide your treatment.** Before any treatment, the doctor will explain it and ask for your consent. That consent is separate from this form.
- **Hospitals set their own fees.** We share the hospital's written estimate as issued. The final bill may be different.
- **No guarantee of results.** Medical treatment can have risks and complications. We cannot promise any result and we do not recommend any treatment.
- **We are not responsible for medical outcomes.** Failure of treatment, complications, disability or death are not the responsibility of MediRoute Kerala.
- **We do not issue visas.** Visas are decided only by the Indian authorities. We help with documents but cannot promise approval.
- **Other providers are independent.** Hotels and transport operators are responsible for their own services. We tell you who they are before you travel.
- **Communication support is not certified medical interpretation.** For important decisions, ask the doctor to confirm clearly. A professional medical interpreter can be arranged if you wish.
- **Charges are told to you in writing first.** Our service charge and the estimated cost of travel or stay are given to you in writing before you commit. You pay the actual cost plus our service charge. We will not arrange a Part B service you have not approved or requested.
- **You can contact us, and complain.** You can reach us at help@mediroutekerala.com or +91 94473 65074. You may also complain to the hospital or the consumer authorities at any time.
- **I have given true information** about the patient's health and identity, and I will tell MediRoute Kerala if anything changes.
- **Family contact.** I will give MediRoute Kerala the name and phone number of a family member to contact in an emergency.
- **If signing for someone else:** I am the patient's parent, guardian or authorised representative, and I confirm I have the right to sign for them.

The patient's rights under Indian law are not reduced by these statements.

Schedule 3. Terms for specific services

Each part applies only when that service is included in your quote.

E1. Airport and local transport

- The vehicle is either our own or provided by an independent, licensed operator, as your quote states. We share the vehicle and driver details (registration number, driver's name and contact, and insurance) with you before the journey.

- Whether the vehicle is our own or an operator's, we use only vehicles that hold all permits, registration, fitness certificate and insurance required by law for carrying passengers for payment, including a valid contract carriage permit and transport-vehicle registration where our own vehicle is used.
- For our own vehicles we are responsible for the journey. For an independent operator, the operator is responsible for the vehicle, driver and journey, and we are responsible for choosing with reasonable care and for the arrangements we agree to make.
- If an accident or delay happens, call +91 94473 65074; we will help you reach the hospital, the operator and your family.
- The fare is as stated in the quote and is paid to us or to the operator, as the quote states.

E2. Accommodation

- The hotel or apartment is independent. Its own booking, cancellation and house rules apply and are given to you before booking.
- Any advance for a room block is paid directly to the hotel or through us, as you prefer and as stated in your written quote.

E3. Recovery stay or local trip (optional)

- Optional, separate from treatment, at your own cost, and only after your doctor confirms you are fit to travel. Provided by us or by an independent licensed operator, as your quote states.

By choosing this trip, you confirm that your doctor has cleared you to travel, and you accept responsibility for that choice.

E4. Language assistance in consultations

- Our coordinator supports communication between you and the doctor, with your consent. This is not a certified medical interpretation service; a professional medical interpreter can be arranged if needed. Please confirm important instructions with the doctor, in writing where possible.

By using this service, you consent to a MediRoute Kerala coordinator attending your consultations and noting the doctor's instructions.

E5. Visa documentation support

We help prepare documents and obtain the hospital letter. The Indian authorities alone decide the visa.

We cannot promise visa approval. Please check the official portal for current rules.