
Novator Terms and Conditions 2025

Welcome to Novator. By booking an appointment, you agree to the following terms and conditions:

1. Payment of Fees

- a. Payment of all fees is required in full at the time of booking.
- b. Accepted payment methods include credit card, debit card, or online transfer.
- c. Failure to make payment at the time of booking will result in the appointment being unconfirmed.

2. Cancellation Policy

- a. Appointments can be cancelled up to five days before the scheduled time without any charge.
- b. Cancellations made within five days of the scheduled appointment will incur a cancellation fee of 50%.
- c. No-shows or same-day cancellations may result in the forfeiture of the full fee.
- d. To cancel or reschedule, please contact us on phone 0225311414.

3. Costs Incurred Prior to Appointment

- a. Patients may be required to undergo preparatory services such as imaging, diagnostic tests, or laboratory analyses as part of their scheduled consultation.
- b. Any costs incurred for these services, whether performed within the clinic or through an external provider, are non-refundable.
- c. Patients are strongly encouraged to confirm their appointment and understand the associated requirements before proceeding with such services.
- d. The clinic assumes no responsibility for the reimbursement of costs related to preparatory procedures in the event of appointment cancellations or no-shows.

4. Late Arrivals

- a. Patients arriving late for their appointment may have their consultation time reduced or rescheduled depending on the clinic's schedule.

- b. If a late arrival exceeds 30 minutes, it may be considered a no-show, and the cancellation policy will apply.
- c. The clinic recommends arriving at least 15 minutes early to ensure the smooth flow of appointments.

5. Acute Illness (e.g., COVID-19)

- a. Patients experiencing symptoms of acute illness such as fever, coughing, or any condition suspected to be contagious (e.g., COVID-19) must notify the clinic at the earliest opportunity.
- b. In such cases, the clinic encourages rescheduling the appointment without penalty, provided that sufficient notice is given.
- c. If illness prevents attendance without prior notice, exceptions to cancellation fees may be considered at the clinic's discretion.
- d. The clinic follows strict infection control measures to ensure the safety of all patients and staff.

6. Changes to Appointments

- a. Any rescheduling of appointments must comply with the cancellation terms above.
- b. The clinic reserves the right to reschedule appointments due to unforeseen circumstances, with prior notice provided to the patient.

7. Refund Policy

- a. Refunds will only be provided for payments made in advance and cancelled within the allowable cancellation window.
- b. Refunds will be processed using the original payment method and may take up to 5 days to reflect in your account.

8. General Conditions

- a. By making a booking, you consent to abide by these terms and conditions.
- b. The clinic reserves the right to amend these terms at any time. Updated terms will be communicated via website.
- c. While we strive to provide test results during your consultation, unforeseen circumstances may lead to delays or unavailability of results at the time of your appointment. The clinic cannot be held liable or accountable for instances where test results are not accessible due to factors beyond our

control, including but not limited to laboratory delays, technical issues, or external disruptions.
