



MedVoyage - Refund and Cancellation Policy

**** Please request your refund or cancellation through our phone number via text or phone call at 619-714-0065 OR via email at info@medvoyagesandiego.com Thank you!!**

Effective Date: December 18, 2023

At MedVoyage, we are dedicated to providing reliable and compassionate transportation services along the Mexican border. Our industry-standard refund and cancellation policy are designed to ensure transparency, fairness, and a commitment to the needs of both our clients and our company. Please carefully review the following policy:

1. Cancellation Timeframe:

- Cancellations made at least 48 hours in advance of the scheduled transportation service will not incur a cancellation fee.
- Cancellations made within 48 hours of the scheduled service will be subject to a 50% cancellation fee.

2. Late Arrival and Waiting Period:

- A grace period of 30 minutes will be allowed for both the patient and the transportation provider in the event of a late arrival. If the delay is within this grace period, no additional charges will be applied.
- After a total waiting time of 30 minutes, MedVoyage reserves the right to provide a discount for further rides instead of charging the full transportation cost.

3. No-Show Policy:

- If a patient fails to show up for the scheduled transportation service without prior notice, the full transportation cost will be charged.

4. Refunds:

- Refunds for cancellations made within the allowable timeframe will be processed, minus any applicable cancellation fees.

5. Emergency Situations:

- In case of medical emergencies or other unforeseen circumstances that necessitate a cancellation, MedVoyage will review each situation on a case-by-case basis. Documentation or proof of the emergency may be required.

6. Rescheduling:

- Patients may reschedule their transportation service without incurring a cancellation fee if done at least 48 hours in advance.

7. Cancellation Fee Application:

- The cancellation fee serves to cover administrative costs, reserved vehicle time, and potential lost opportunities for other patients.

8. Discounts for Further Rides:

- In cases where the waiting period exceeds 30 minutes, MedVoyage may, at its discretion, offer a discount for future transportation services rather than charging the full transportation cost.

9. Exceptions:

- Management reserves the right to make exceptions to the cancellation policy in cases of extreme hardship or other justifiable circumstances.

10. Notification of Changes:

- MedVoyage reserves the right to modify this refund and cancellation policy at any time. Patients will be notified of any changes in advance.

By engaging in our patient transportation services, patients acknowledge and agree to comply with this industry-standard refund and cancellation policy. We appreciate your understanding and cooperation. If you have any questions or concerns, please contact our customer service team at 619-714-0065.

Thank you for choosing MedVoyage for your transportation needs.