

## **Terms and Conditions: HEALTHCARE SMC INDIA.**

The following constitute the terms and conditions to which applicants agree when registering for any of our programs. These include registration of doctors, mentors, coaches, students & individuals. For the purposes of the terms and conditions HEALTHCARE SMC INDIA and its Mentoring Services will be shortened to HEALTHCARE SMC INDIA.

HEALTHCARE SMC INDIA reserves the right to review and update the terms and conditions periodically.

Please read the terms and conditions carefully before purchasing any of our online programs and print off a copy for your records. By purchasing any of HEALTHCARE SMC INDIA services, you are confirming your agreement to be bound by the terms and conditions.

### **1. Registration with HEALTHCARE SMC INDIA**

When booking onto any of our online programs we require you to register to create an account and provide us with certain information about yourself. In doing this, you agree to:

- Provide true, accurate, current and complete information about yourself.
- Maintain and promptly update the data we hold for you should it change.

### **2. Booking a face-to-face free online consultation**

Face-to-face free online consultation can be booked via the booking forms available on HEALTHCARE SMC INDIA website: <https://healthcaresmcindia.com> or via email: [hello@healthcaresmcindia.com](mailto:hello@healthcaresmcindia.com)

- Notice of new pricing will be given in advance, but HEALTHCARE SMC INDIA reserves the right to change prices listed without notice.
- Discounts are available for online courses for limited time periods, periodically. The discount is not available in conjunction with any other offer and places are subject to availability.

### **3. Payment**

Fees must be paid at the point of booking via Online Payment Gateway available on our website or an invoice can be requested.

**We cannot accept payment by installments.**

### **4. Prevailing terms and conditions**

Please note that this and all other HEALTHCARE SMC INDIA pre-contractual documentation

shall not constitute an offer. All services provided by HEALTHCARE SMC INDIA are on the basis of these Terms and Conditions and if you wish to engage any services we shall only provide them if you accept the Terms and Conditions.

## **5. Online Mentoring Programs**

- After booking onto online programs you will be given access to HEALTHCARE SMC INDIA programs via the website. You will be given a license period of specified days for which the program is operational. By using the resources provided you agree to these terms and conditions. If you do not agree to these terms, you cannot use the site.
- Whilst we make every effort to keep changes to the site to a minimum, we reserve the right to make any amendments to the terms and conditions at any time to reflect changes affecting our business, including but not limited to, changes in technology, payment methods and legal and regulatory requirements. By continuing to use this site you agree to accept any changes made to the terms and conditions.

## **6. Ownership and intellectual property rights**

All intellectual property rights in all materials available at <https://healthcaresmcindia.com> including the design, graphics, all printed materials, videos and the audio of all webinars and podcasts are owned by HEALTHCARE SMC INDIA. When you are given access to the resources on the website, you are granted a non-exclusive, non-transferable, revocable license to use the materials. No content may be copied, reproduced, uploaded, posted, displayed or linked to in any way, in whole or in part, without HEALTHCARE SMC INDIA's prior permission. Any such use is strictly prohibited and will constitute an infringement of HEALTHCARE SMC INDIA's intellectual property rights.

## **7. Special requirements at the face-to-face online programs**

HEALTHCARE SMC INDIA will make every effort to accommodate special requirements that have been notified in advance.

## **8. Health and safety during the online programs**

You must comply with all health and safety rules and regulations and any other reasonable security requirements that apply at the premises at which the programs are provided.

## **9. Behavior**

HEALTHCARE SMC INDIA reserves the right to remove any delegate from a session, whose behavior is deemed inappropriate. In these circumstances, HEALTHCARE SMC INDIA will neither refund any fees nor reimburse any other costs.

## **10. Trainers, Doctors, Specialists, Mentors and Coaches**

HEALTHCARE SMC INDIA shall provide such Trainers, Doctors, Specialists, Mentors and Coaches that are suitably qualified and experienced. HEALTHCARE SMC INDIA shall be entitled to substitute any of them with any other person who it deems suitably qualified and experienced, at any time.

## **11. Liability**

HEALTHCARE SMC INDIA does not accept responsibility for anyone acting as a result of information in, or views expressed on, its training courses, course materials or coaching sessions. Opinions expressed are those of individual Trainers, Doctors, Specialists, Mentors and Coaches and not necessarily those of HEALTHCARE SMC INDIA.

Participants should take professional advice when dealing with specific situations.

## **12. Technology**

HEALTHCARE SMC INDIA does not warrant that the provision of any content online will always be available or be uninterrupted, timely or error free, that defects will be corrected or that such content is secure or free from bugs, viruses, errors and omissions.

## **13. Cancellation**

### **Cancellation of a face-to-to face online programs**

If you need to cancel a program or re-arrange the date, you must notify HEALTHCARE SMC

INDIA via email more than 20 days before the program start date.

### **Changes and/or Cancellation by HEALTHCARE SMC INDIA**

In extreme circumstances, HEALTHCARE SMC INDIA may be forced to cancel a program with 20 days' notice. In that case a 100% refund of the program fee will be made but no compensation will be paid for any additional costs incurred (for example travel, accommodation etc). We therefore recommend that you refrain from incurring any costs of travel or accommodation until 20 days before the program start date, or otherwise obtain insurance for those costs.

### **Refund Policy**

Thank you for choosing to be a part of the Healthcare SMC India platform. We are committed to delivering value to both medical professionals and students/individuals who enroll in our services. Please read our refund policy carefully before making any payments.

#### **1. General Terms**

This Refund Policy applies to:

- **Doctors and Medical Professionals** paying an **enrollment fee** to access our platform and services.
- **Students and Individuals** making **payments** to access the services provided by registered doctors through our website.

#### **2. Refund Eligibility**

We offer a **limited refund window of 48 hours** from the time of successful payment submission. To be eligible for a refund:

- A refund request must be **raised within 48 hours** of the transaction.
- The refund request must be sent via email to: **hello@healthcaresmcindia.com**
- Refund requests made after the 48-hour window **will not be entertained** under any circumstances.

#### **3. Refund Process**

Upon receipt of a valid refund request within the stipulated time:

- Our support team will review the request and may contact you for additional

information if necessary.

- Once approved, the refund will be processed back to the original payment method within **7–10 business days**, depending on your bank or payment provider.

#### 4. Post Sign-Up Deliverables

- **Doctors:** After successful enrollment, doctors will receive a **written agreement** via email, which must be signed and returned to us. Upon receipt of the signed agreement, we will issue the doctor a unique **Accreditation ID** and **Certificate of Affiliation**.
- **Students/Individuals:** After completing the registration and payment process, students will receive a **Photo ID card** (in printable format) along with a **Membership ID** for identification and access to services.

#### 5. Data Security & Privacy

All personal and professional information collected through our website is handled with the utmost confidentiality. We implement robust data protection measures and **do not share your information with any third party** under any circumstances, unless required by law.

#### 6. Contact Us

For any questions related to this refund policy or other concerns, please reach out to us at:  
**hello@healthcaresmcindia.com**