

SAME-DAY SERVICE TERMS & PAYMENT AGREEMENT

This Same-Day Service Terms & Payment Agreement ("Agreement") is entered into by the undersigned individual ("Client") in connection with services provided by **MDM & Company, LLC**, a California limited liability company, doing business as **Global Medical Travel** ("Company").

1. Scope and Nature of Services

The Company provides **non-medical, same-day travel coordination and logistical services** for cross-border travel between San Diego, California and Tijuana, Mexico. Services may include ground transportation, border coordination, itinerary timing, and optional add-on coordination services selected by the Client.

The Company does not provide medical services and is not a party to any agreement between the Client and any medical provider.

2. Advance Booking Requirements

Client acknowledges and agrees that same-day services are subject to minimum advance booking requirements:

- **Private transportation services** must be booked no fewer than **ten (10) calendar days** prior to the requested service date.
- **Group transportation services** must be booked no fewer than **fourteen (14) calendar days** prior to the requested service date.

Requests submitted within these booking windows are not guaranteed and may be declined at the Company's sole discretion. If the Company elects to accommodate a late request, additional fees may apply and availability is not guaranteed. Deposits paid for requests that do not meet the advance booking requirements are non-refundable.

3. Deposit and Reservation

Client agrees to pay a **non-refundable deposit** to reserve same-day services. The deposit secures availability, planning, and operational coordination and is earned upon receipt.

The deposit is non-refundable regardless of cancellation, rescheduling, border delays, provider decisions, traffic, weather, or other events outside the Company's control.

4. Medical Provider Payments

Client acknowledges and agrees that:

- All medical, surgical, dental, aesthetic, or wellness services are contracted **directly between Client and the medical provider**
- Payment for medical procedures is made **directly by Client to the provider**
- The Company does not collect, manage, or process medical payments
- The Company is not responsible for medical pricing, refunds, outcomes, or disputes

Any refund requests related to medical services must be directed to the provider.

5. Optional Add-On Services

Client may elect optional services, including but not limited to appointment booking assistance, additional stops, extended wait times, itinerary changes, or additional coordination.

Fees for optional services are disclosed separately and are not included in the initial deposit unless expressly stated in writing.

6. Post-Return Charges and Authorization

Client authorizes the Company to **charge the payment method on file** upon the Client's return to the United States for any additional services, add-ons, or costs incurred, including pre-approved optional services and operational adjustments requested during the trip.

Client authorizes the Company to store and charge the payment method provided and agrees to maintain a valid payment method on file.

7. Refund and Rescheduling Policy

The Company understands that circumstances may change and offers limited flexibility as outlined below:

Non-Refundable Fees

All deposits and Company service fees are non-refundable once booked or initiated.

Rescheduling

Clients may request to reschedule services **up to forty-eight (48) hours prior** to the scheduled appointment time, subject to availability. Approved reschedules may be applied as a credit valid for **six (6) months** from the date of cancellation.

Requests made less than forty-eight (48) hours prior to the scheduled appointment are not eligible for reschedule or credit.

Medical Provider Fees

Medical provider payments are governed solely by the provider's policies. The Company does not issue refunds or credits for medical services.

Cancellations and Communication

All cancellation or rescheduling requests must be submitted in writing to **hello@globalmedicaltravel.co**. The effective date of cancellation is the date and time the written request is received.

No Exceptions

No exceptions will be made for border delays, traffic, weather, medical eligibility determinations, provider decisions, or third-party actions.

8. No Guarantees

The Company makes no guarantees regarding appointment timing, border crossing speed, completion of procedures, safety conditions, or outcomes.

9. Governing Law

This Agreement shall be governed by the laws of the **State of California**, without regard to conflict-of-law principles.

10. Entire Agreement

This Agreement constitutes the entire understanding between the Client and the Company regarding same-day services and supersedes all prior discussions or representations.

Client Full Name: _____

Signature: _____

Date: _____

Cardholder Name (if different): _____