

# HEALTH4TRAVEL TERMS & CONDITIONS

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These Terms and Conditions govern your use of the Health4Travel service operated by Health4Travel Enterprises Pte Ltd (HQ, Singapore; UEN 202341292N) and Health4Travel B.V. (formerly iFlyIT B.V.), registered in the Netherlands under KvK 67335829. By creating a user account or using the Service, you agree to be bound by these terms.

## **1 Terms & Conditions for the user account**

These are the Terms and Conditions governing the use of this Service and the agreement that operates between You and the Company. Health4Travel is operated by Health4Travel Enterprises Pte Ltd (HQ, 160 Robinson Road #14-04, 068914 Singapore; UEN 202341292N) and its European entity Health4Travel B.V. (formerly iFlyIT B.V.), registered in the Netherlands (KvK 67335829, EU VAT NL856937289B02). These Terms and Conditions for the User Account set out the rights and obligations of all users regarding the use of the Service. Your access to and use of the Service is conditioned on Your acceptance of and compliance with these Terms and Conditions. These Terms and Conditions apply to all visitors, users and others who access or use the Service.

## **2 Creating a user account**

By creating a user account, You agree to be bound by these Terms and Conditions. If You disagree with any part of these Terms and Conditions then You may not create an account and access the Service. You represent that you are over the age of 18. The Company does not permit those under 18 to use the Service.

## **3 Personal data handling**

Your access to and use of the Service is also conditioned on Your acceptance of and compliance with the Privacy Policy of the Company. Our Privacy Policy describes Our policies and procedures on the collection, use and disclosure of personal information when processing data for the use of the Application or the Website. The privacy policy covers the processing of all personal data used in the service including data of the persons with user accounts and personal data of other people mentioned in the bookings. Please read Our Privacy Policy carefully before using Our Service.

## **4 Links to other websites**

Our Service may contain links to third-party websites or services that are not owned or controlled by the Company. The Company has no control over, nor assumes responsibility for, the content, privacy policies, or practices of any third-party websites or services. You further acknowledge and agree that the Company shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with the use of or reliance on any such content, goods, or services available on or through any such websites or services.

## **5 Limitation of liability**

Health4Travel B.V. (formerly iFlyIT B.V., KvK 67335829) is a digital service and a booking platform and is not responsible for any financial losses due to incorrect details provided by the customer or by the customer choosing the wrong service. Our Partners are responsible for the delivery of healthcare according to their applicable regulations.

## **6 Booking terms**

### **Rescheduling**

Rescheduling of a booked appointment is only possible more than 24 hours before the current booked appointment time. Health4Travel cannot be held responsible if you cannot find a new booking time slot that is suitable to you. If you miss an appointment without requesting a cancellation or rescheduling 24 hours before the current booked appointment time, your payment for the appointment will be forfeited.

## **7 Refunds policy**

### **Full refunds**

We only process full refunds in the following scenarios:

- 1 A clinic or doctor misses a customer's pre-booked appointment.
- 2 A healthcare clinic was unexpectedly closed and a customer was not able to go to their pre-booked appointment.
- 3 A healthcare clinic was busy and refused to take a pre-booked customer.
- 4 A healthcare clinic cancels a customer's booked appointment.

### **Partial refunds**

We process partial refunds in the following scenarios:

- 1 The customer cancels an appointment with more than 24 hours' notice.
- 2 The customer and the clinic mutually agree (with documented proof) to cancel the appointment with a partial refund with less than 24 hours' notice.

## **8 Privacy policy**

Please read our Privacy Policy carefully before using Our Service.

## **9 AI-assisted features**

Health4Travel may provide AI-assisted features, such as chatbots, workflow support, training assistants or content-support tools. These features are intended to provide general information, platform guidance and operational support.

AI-assisted features do not provide medical advice, diagnosis, treatment recommendations, emergency support or professional healthcare decisions. Users should always rely on qualified healthcare professionals, local emergency services or their organisation's established assistance procedures where medical judgement or urgent action is required.

Health4Travel may review, improve, update or remove AI-assisted outputs and features at any time. Users remain responsible for checking information before relying on it for operational or business decisions.

Questions about these terms? [info@health4travel.com](mailto:info@health4travel.com)