

All India Institute of Ayurveda, Special OPD Refund and Cancellation Policy

1. Introduction

At AIIA Hospital. We understand that there may be circumstances that require patients to request a refund or cancellation of services. This policy outlines the conditions and procedures for refunds and cancellations to ensure transparency and compliance.

2. Appointment Cancellation

2.1 Cancellation by the Patient

- Cancellation is free if done 48 hours before the scheduled appointment.
- In case of cancellation by the patient after Scheduled appointment time, no amount will be refunded
- Appointment slot once booked cannot be transferred to another patient.
- Cancellation requests must be submitted through the website <https://ors.gov.in>.

2.2 Cancellation by the Hospital

- All India Institute of Ayurveda, hospital reserves the right to cancel or reschedule appointments due to unforeseen circumstances such as doctor unavailability or emergencies. In such cases, patients will be notified as soon as possible, and a full refund or rescheduled appointment will be offered.
- In case the doctor you choose is not available at hospital then the other doctor available in special opd will provide the consultation. No amount is refundable in such scenarios. You can't delay your appointment for the next day when doctor is available in such scenarios.

3. Refunds Criteria.

- Cancellation and refund is only applicable to all online payment made through <https://ors.gov.in> website.
- Refunds will be made through the same mode of payment used at the time of booking.
- Consultation fees are non-refundable unless the service wasn't provided due to hospital or doctor-related issues.
- A patient can contact at reception counter 011-26950401 (Ext: 1012) and if patient fulfill above cancelation criteria only then he/she get the full refund.
- Refunds will be processed within 14 business days from the date of the request and You will be provided with a refund reference number for further communication
- Refunds will not be granted in cases where the user provides incorrect information leading to booking errors or is unable to attend the scheduled appointment due to personal reasons.

4. Important

- For refund-related inquiries or grievance, please contact us at support
Email: aiaaspecialopd@gmail.com / Phone: 011-26950401(Ext:1012)
- At the time of making a payment to book at appointment, if an incorrect amount was mistakenly transferred, or payment debiting multiple times due to technical error, we request you to contact us immediately.
- AIIA Hospital reserves the right to amend this refund and cancellation policy at any time. Any changes will be posted on our websites at <https://aiia.gov.in>