

# TERMS AND CONDITIONS FOR COVID TESTING APPOINTMENTS IN SINT MAARTEN WITH MEDWORK/MEDCARE CLINIC

## **Document date**

Friday, 5 February, 2021

Revised Saturday, 3 July, 2021

Considering the demand for COVID fit-to-fly testing as well as the time and effort that Medwork/MedCare Clinic (hereafter, "MedCare") staff have to put into preparing for appointments, the below policies apply to all COVID testing appointments with Medwork/MedCare in Sint Maarten. This document is provided to each individual prior to their booking COVID testing appointments with Medwork/MedCare in Sint Maarten.

## **When is an appointment considered confirmed?**

An appointment is considered confirmed when Medwork/MedCare has received for an individual (1) the appointment date and time requested; (2) her/his/their information via the intake form online; and (3) the payment in full for her/his/their appointment.

## **Auto-cancellation**

Medwork/MedCare reserves the right to cancel any appointment request received if a payment for the appointment requested has not been received within 30 minutes of the request being submitted.

Medwork/MedCare reserves the right to cancel any appointment requests made in multiple for an individual without providing notice to the individual (that is if an individual has made multiple appointments across different dates and/or times).

## **Refunds**

When an individual seeks to cancel her/his/their confirmed appointment and the confirmed appointment is:

- More than 7 days away, Medwork/MedCare reserves the right to issue a refund to the individual who made the payment for the appointment, deducting the fees that were charged to Medwork/MedCare by the payment processing company as well as up to 10% of the price paid for the appointment.
- Between 24 hours and 7 days away, Medwork/MedCare reserves the right to issue a refund to the individual who made the payment for the appointment, deducting the fees that were charged to Medwork/MedCare by the payment processing company as well as up to 30% of the price paid for the appointment.
- Less than 24 hours away, Medwork/MedCare reserves the right to issue a refund to the individual who made the payment for the appointment, deducting the fees that were charged to Medwork/MedCare by the payment processing company as well as up to 50% of the price paid for the appointment.

## **Changes**

When an individual seeks to change her/his/their confirmed appointment and the confirmed appointment is:

- More than 7 days away, Medwork/MedCare reserves the right to honor the requested change (if there is availability) without any charges for making the change.
- Between 24 hours and 7 days away, Medwork/MedCare reserves the right to honor the requested change (if there is availability) after charging a change fee of USD 25.00.
- Less than 24 hours away, Medwork/MedCare reserves the right to reject the requested change. At this point Medwork/MedCare will suggest the individual either keep her/his/their confirmed appointment or cancel it (per the above) and rebook another appointment.

## **Mode of communication**

Any and all requests for refunds and changes must be made in writing to [sxmtest@medcare.aw](mailto:sxmtest@medcare.aw).

## **No-shows**

When an individual does not show up at her/his/their designated appointment date and time for the confirmed appointment, Medwork/MedCare reserves the right to withhold 100% of the payment made for said confirmed appointment.

## **Meeting travel requirements**

It is the responsibility of the individual booking her/his/their COVID testing appointment with Medwork/MedCare to verify the regulations of the country s/he/they is/are traveling to and to ensure that the test type as well the testing date and time s/he/they has/have selected will satisfy their traveling and/or any other requirements. In cases of any changes in testing and/or travel requirements, Medwork/MedCare are not liable and the above policies apply.

## **Force majeure**

Medwork/MedCare will not be held liable or responsible for failure or delay in fulfilling or performing the ordered testing when such failure or delay is caused by or results from causes beyond reasonable control, including but not limited to adverse weather conditions such as tropical storms and hurricanes, government-mandated lockdowns and restrictions, etc. Medwork/MedCare shall provide individuals with confirmed appointments prompt notice of any delay or failure in fulfilling or performing the ordered testing that occurs by reason of force majeure and every attempt will be made by Medwork/MedCare to reschedule individuals with confirmed appointments.

## **Changes to the abovementioned**

Medwork/MedCare reserves the right to change any of the abovementioned policies without prior notice.