



Terms and Conditions

These Terms and Conditions ("Terms") govern the services provided by KareVoyage Pty Ltd (ACN 57 688 177 755) ("KareVoyage", "we", "our", or "us"), a company registered in the Australian Capital Territory, Australia. By engaging our services, you ("Client", "you") agree to be bound by these Terms.

1. Definitions

- "Concierge Services" means non-medical support services provided by KareVoyage including assistance with travel, accommodation, scheduling, and coordination of medical tourism in India.
- "Medical Provider" means any hospital, clinic, doctor, or healthcare professional in India engaged by the Client for treatment.
- "Travel Partner" means airlines, hotels, transport companies, or other third-party service providers arranged for the Client.

2. Scope of Services

- KareVoyage provides concierge and coordination services only. We do not provide medical advice, medical treatment, or guarantee the quality or outcome of any medical services.
- All medical treatment decisions rest solely between the Client and the Medical Provider.

3. Client Responsibilities

- You must provide accurate, complete, and up-to-date information required for your travel and treatment.
- You are responsible for holding a valid passport, visas, travel permits, and any required vaccinations.
- You must obtain and provide evidence of valid travel and medical insurance prior to departure.

4. Fees and Payments

- Service fees will be communicated in writing before confirmation of booking.
- All fees must be paid in accordance with the agreed schedule. KareVoyage may withhold services until payment is received.
- Refunds are subject to the Cancellation and Refund Policy below.

5. Cancellation and Refunds

- Cancellations must be made in writing. Refunds are at the discretion of KareVoyage and subject to third-party supplier terms.



- Where government restrictions (including those arising from pandemics) prevent travel or services, refunds will be made where recoverable from third parties.

6. Limitation of Liability

- KareVoyage acts as a facilitator and is not responsible for the acts, omissions, or negligence of Medical Providers or Travel Partners.
- We make no warranties regarding the suitability, safety, or success of any medical procedure or outcome.
- To the maximum extent permitted by law, KareVoyage excludes all liability for injury, loss, damage, costs, or expenses incurred in connection with your participation in medical tourism.

7. Insurance

- You are required to hold comprehensive travel and medical insurance covering treatment, complications, cancellations, and emergencies.
- Evidence of insurance must be provided to KareVoyage prior to departure.

8. Force Majeure

- KareVoyage will not be liable for failure to perform its obligations where such failure results from events beyond its reasonable control including natural disasters, government actions, pandemics, or travel restrictions.
- Where such events prevent delivery of services, KareVoyage will facilitate refunds of recoverable amounts from third parties.

9. Termination

- Either party may terminate this agreement with 30 days' written notice.
- KareVoyage may terminate immediately if the Client:
 - Fails to make required payments;
 - Does not provide evidence of required insurance;
 - Provides false or misleading information;
 - Engages in conduct that is abusive, unlawful, or makes service delivery unsafe or impossible.
- Termination will not affect rights and obligations accrued prior to termination.

10. Governing Law

- These Terms are governed by the laws of the Australian Capital Territory, Australia.
- Any disputes shall be subject to the exclusive jurisdiction of the courts of the ACT.