

Alcove Fertility Center

Online Payment Terms & Conditions

By proceeding with an online card payment, you confirm that you have read, understood, and agreed to the following Terms & Conditions governing payments made to **Alcove Fertility Center**.

1. Purpose of Payment

Payments made through our online payment platform are for fertility-related medical services, consultations, investigations, procedures, and/or medications, as discussed and agreed upon with your care team.

No sensitive medical details are collected or displayed during the online payment process.

2. Nature of Fertility Services

Fertility treatment outcomes cannot be guaranteed. Payment confirms access to professional medical services and care, not a guaranteed medical result.

Treatment plans may evolve based on clinical findings, medical response, or patient-specific circumstances.

3. Fees & Charges

- All prices quoted are in **Kenya Shillings (KES)** unless otherwise stated.
- Online card payments may attract **transaction or processing fees** charged by third-party payment providers or banks.
- Where applicable, transaction charges will be communicated and invoiced separately or reflected in subsequent billing.

4. Cancellation & Refund Policy

- Payments made for consultations, investigations, medications already dispensed, or services already rendered are **non-refundable**.
- Refunds may be considered only where services have not commenced, subject to administrative and processing costs.

- Approved refunds, where applicable, will be processed back to the original payment method and may take several business days depending on the bank or card issuer.

5. Data Protection & Confidentiality

- All patient information is handled in strict confidence in accordance with applicable data protection laws and medical ethical standards.
- Online payments are processed through secure, encrypted payment platforms.
- Alcové Fertility Center does not store card details.

6. Third-Party Payment Providers

Online payments are facilitated by independent payment service providers. Alcové Fertility Center is not responsible for downtime, processing delays, or technical issues arising from third-party platforms, banks, or card issuers.

7. Disputes & Chargebacks

Patients are encouraged to contact Alcové Fertility Center directly to resolve any billing or payment concerns before initiating a chargeback with their bank. Unresolved chargebacks may result in suspension of services until the matter is clarified.

8. Acceptance of Terms

By completing an online payment, you confirm that:

- You have discussed and understood the nature of the services being paid for.
- You agree to these Terms & Conditions.
- You authorize Alcové Fertility Center to receive payment for agreed fertility services.

9. Contact Information

For any questions regarding payments, billing, or these Terms & Conditions, please contact:

Alcové Fertility Center

 +254 758 334 223 / +254 746 837 234

I have read and **Agree** to the Online Payment Terms & Conditions.

I have read and **Disagree** to the Online Payment Terms & Conditions.

Date: _____

