

Cancellation and Refund Policy

Effective Date: 09 June 2026	Last Updated: 09 June 2026	PaPo005 – Version: a
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This Cancellation & Refund Policy explains how appointments, telehealth consultations, prepaid healthcare packages, refunds, cancellations, rescheduling requests, and missed appointments are managed at The French Clinic in Dubai.

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1. Introduction

At **The French Clinic**, we understand that plans may change and that patients may occasionally need to cancel or reschedule an appointment.

This **Cancellation & Refund Policy** explains the conditions under which appointments may be cancelled or rescheduled and, where applicable, the circumstances in which refunds may be granted for services provided by **The French Clinic**, including **in-person consultations** and **telehealth services**.

We are committed to providing a **fair, transparent, and patient-centred approach**, while ensuring the efficient organisation of our clinical services and maintaining appointment availability for all patients.

We kindly encourage patients to inform us **as early as possible** if they are unable to attend a scheduled appointment. Early notification helps us reorganise our schedule, minimise disruptions to our healthcare professionals, and offer the appointment to another patient who may be waiting for medical care.

Every appointment reserved and cancelled at short notice - or not attended without prior notice - represents valuable clinical time that cannot always be reassigned. Your cooperation helps us continue providing timely, high-quality healthcare services and improve access to care for our community.

Whenever possible, we encourage patients to **reschedule rather than cancel** their appointments, supporting continuity of care and avoiding unnecessary interruptions to their treatment or follow-up.

This Policy applies to all appointments and services offered by **The French Clinic**, including consultations booked through our website, online booking platform, telephone, WhatsApp, reception desk, or other authorised communication channels.

2. Principles Governing the Application of this Policy

This Policy establishes the general framework governing appointment cancellations, rescheduling requests, refunds, prepaid services, and related matters.

Unless expressly stated otherwise, [The French Clinic](#) reserves the right to review exceptional circumstances and individual requests on a case-by-case basis and to exercise reasonable discretion in accordance with applicable laws and regulations, the principles of fairness and patient care, continuity of care, operational considerations, and the responsible management of healthcare resources.

In applying this Policy, The French Clinic will always seek to balance the interests of the individual patient with its responsibility to ensure the efficient organisation of clinical services and equitable access to healthcare for all patients.

Any exception or accommodation granted in a particular case shall be based solely on its specific circumstances and shall not constitute a precedent or create an entitlement in future cases.

This Policy should be read together with our [Terms of Use](#), [Privacy Policy](#) and [Cookie Policy](#).

If you have any questions or require assistance regarding this Policy, our team will be delighted to support you. Please visit our [Contact Us](#) page on our website for the latest contact details and the different ways to get in touch with our team.

3. Our Commitment

At **The French Clinic**, we are committed to delivering healthcare services that are patient-centred, fair, transparent, and aligned with the highest professional, ethical, and regulatory standards.

This Cancellation & Refund Policy is not intended to penalise patients. Rather, it is designed to promote mutual respect, support continuity of care, ensure the efficient organisation of our clinical services, and maximise appointment availability for all patients.

We recognise that every patient and every situation is unique. While this Policy establishes a consistent framework for the management of appointments, cancellations, refunds, and related matters, we remain committed to considering exceptional circumstances in accordance with the **Principles Governing the Application of this Policy** and applicable laws and regulations.

Our objective is to balance the interests of individual patients with our responsibility to provide timely, high-quality healthcare services and to manage our clinical resources responsibly for the benefit of the wider community.

We are committed to:

- treating all patients with fairness, dignity, and respect;
- communicating our policies clearly and transparently;
- promoting continuity of care whenever possible;
- handling requests and enquiries professionally and efficiently;
- protecting patient safety and maintaining the highest standards of healthcare quality;
- complying with applicable UAE laws, Dubai Health Authority (DHA) requirements, and recognised professional standards; and
- continuously reviewing and improving our services, policies, and processes to enhance the patient experience.

We value the trust that our patients place in us and are committed to working collaboratively to find practical, fair, and compassionate solutions whenever circumstances require flexibility, while ensuring equitable access to healthcare services for all.

4. Appointment Cancellations & Rescheduling

The French Clinic understands that unforeseen circumstances may occasionally require patients to cancel or reschedule their appointments.

We are committed to providing a flexible and patient-centred service while ensuring the efficient organisation of our clinical activities and maintaining appointment availability for other patients.

i. Our Approach

Every appointment reserved with one of our healthcare professionals is allocated exclusively for you.

When an appointment is cancelled with sufficient notice, we are often able to offer that time to another patient awaiting medical care. Conversely, late cancellations and missed appointments may leave valuable clinical time unused and reduce access to care for other patients.

We therefore kindly ask all patients to notify us as soon as possible if they are unable to attend their appointment.

ii. Minimum Notice Periods and Interpretation

To support the efficient organisation of clinical services, maximise appointment availability, and minimise disruption to patients, healthcare professionals, and external healthcare partners, The French Clinic requests that cancellations or rescheduling requests be communicated within the following minimum Notice Periods:

- **Standard in-person consultations:** at least **24 working hours** before the scheduled appointment time.
- **Telehealth consultations:** at least **24 working hours** before the scheduled appointment time.
- **Extended consultations, specialised assessments, in-clinic medical procedures, diagnostic investigations requiring dedicated resources, and health check programmes:** at least **48 working hours** before the scheduled appointment time.
- **Prepaid healthcare packages, wellness programmes, vaccination programmes, or promotional services:** the Notice Period specified in the relevant programme terms or communicated at the time of booking.
- **Hospital admissions, day-case procedures, surgical interventions, gynaecological or obstetric procedures, and any medical act requiring coordination with hospitals, maternity units, operating theatres, anaesthesia teams, specialised equipment, or other external healthcare providers:** at least **7 working days** before the scheduled procedure or admission, or such longer Notice Period as may be required by the relevant healthcare institution and communicated to the patient at the time of booking.

For the purposes of this Policy:

- **“Working Hours”** means the official operating hours of The French Clinic published on its website and applicable at the time of the relevant request.
- **“Working Day”** means any day on which The French Clinic is officially open for business. Sundays, UAE public holidays, and any other days on which the Clinic is officially closed shall not be counted when calculating Notice Periods expressed in working days.
- **“Notice Period”** means the minimum advance notice required to cancel or reschedule an appointment without triggering the late cancellation provisions of this Policy.
- **“No-Show”** means a situation where a patient does not attend a scheduled appointment or does not connect to a scheduled telehealth consultation without providing prior notice within the applicable Notice Period.

Where a Notice Period is expressed in **working hours**, only the Clinic’s operating hours shall be taken into account. Periods during which the Clinic is closed, including Sundays, UAE public holidays, and any other official closing days, shall be excluded from the calculation.

Requests received within the applicable minimum Notice Period will normally be treated as **early cancellations or rescheduling requests** and, subject to the provisions of this Policy, may be processed without penalty and, where applicable, may qualify for a refund or credit.

Requests received after the applicable minimum Notice Period may be treated as **late cancellations** and may be subject to cancellation charges, reduced refund eligibility, forfeiture of prepaid amounts, or other conditions described elsewhere in this Policy.

Patients are encouraged to notify The French Clinic as soon as they become aware that they are unable to attend a scheduled appointment. Early communication helps us reorganise our clinical schedule efficiently and enables other patients to benefit from appointment availability. Where possible, patients should not wait until the expiry of the applicable Notice Period before informing the Clinic of a cancellation or rescheduling request, as earlier notification helps maximise appointment availability for other patients.

Exceptional circumstances will be managed in accordance with the **Principles Governing the Application of this Policy**.

iii. Early Cancellation

Appointments cancelled within the applicable Notice Period may be cancelled without penalty and, where a payment has been made in advance, may be eligible for a full refund or credit in accordance with this Policy.

Providing early notice allows us to reorganise our schedule efficiently and make the appointment available to another patient.

iv. Late Cancellation

Appointments cancelled after the applicable Notice Period may be subject to a cancellation charge or may not be eligible for a full refund, depending on the type of appointment and the notice provided.

Late cancellations significantly reduce the Clinic's ability to reallocate the reserved consultation time and impact the availability of healthcare services for other patients.

Exceptional circumstances will be managed in accordance with the Principles Governing the Application of this Policy.

v. Missed Appointments / No-Show

A **No-Show** will be managed in accordance with the definition set out in Section 4.ii of this Policy.

Missed appointments represent clinical time reserved exclusively for the patient and cannot usually be reassigned at short notice.

Repeated missed appointments may result in the Clinic requesting advance payment for future bookings or implementing additional booking conditions to ensure appointment availability for all patients

vi. Rescheduling

Whenever possible, patients are encouraged to reschedule rather than cancel their appointments.

Subject to availability, appointments may be rescheduled without additional charge when sufficient notice is provided.

Rescheduling requests received after the applicable Notice Period may be treated as a late cancellation and may be subject to the corresponding cancellation conditions.

To ensure fair access to appointments, The French Clinic reserves the right to limit repeated rescheduling requests for the same appointment

vii. Summary of Cancellation & Refund Conditions

The following principles generally apply:

Notice Provided	General Outcome
Within the applicable minimum Notice Period	The appointment may be cancelled or rescheduled without penalty. Any prepaid amount may be eligible for a full refund or credit in accordance with this Policy.
After the applicable minimum Notice Period	A partial refund, cancellation charge, or forfeiture of the prepaid amount may apply, depending on the type of appointment and the circumstances.
No-Show (without prior notice)	The appointment fee may be forfeited. In addition, future appointments may be subject to advance payment requirements or other booking conditions.

This table provides a general summary only. Specific conditions applicable to in-person consultations, telehealth consultations, insurance-covered appointments, prepaid services, and promotional programmes are set out in the relevant sections of this Policy. Exceptional circumstances will be managed in accordance with the Principles Governing the Application of this Policy.

Specific notice periods and conditions applicable to in-person consultations and telehealth appointments are detailed in the following sections of this Policy.

5. Late Arrival Policy

The French Clinic is committed to respecting the scheduled appointment time of every patient while recognising that unexpected delays may occasionally occur.

To ensure the smooth operation of our clinic and minimise waiting times for all patients, we kindly ask you to arrive a few minutes before your scheduled appointment.

i. If You Arrive Late

If you arrive after your scheduled appointment time, our team will make every reasonable effort to accommodate you.

Depending on the healthcare professional's schedule and the availability of the remaining consultation time, the Clinic may:

- proceed with a shortened consultation within the remaining allocated time;
- offer you the next available appointment on the same day, if possible; or
- reschedule your appointment to another convenient date and time.

The applicable consultation fee remains unchanged where a consultation proceeds within the remaining appointment time.

ii. Significant Delays

Where a patient arrives significantly late and the consultation cannot reasonably be accommodated without disrupting subsequent appointments, the Clinic may consider the appointment as a late cancellation and apply the relevant cancellation conditions described in this Policy.

This approach helps ensure fairness to all patients and respects the appointment times reserved for others.

iii. Exceptional Circumstances

The French Clinic understands that unforeseen situations such as traffic incidents, accidents, family emergencies, or other exceptional events may occur.

Exceptional circumstances will be managed in accordance with the Principles Governing the Application of this Policy.

We encourage patients to contact the Clinic as soon as possible if they anticipate being delayed, as early communication may allow our team to make suitable arrangements.

6. Telehealth Appointments

The French Clinic offers secure telehealth consultations to provide patients with convenient access to healthcare when clinically appropriate.

Telehealth appointments require the same commitment and preparation as in-person consultations. The healthcare professional reserves dedicated time for your consultation, and we kindly ask patients to be available and ready at the scheduled time.

This section should be read together with the relevant provisions of our Terms of Use.

i. Cancelling or Rescheduling a Telehealth Appointment

If you are unable to attend your telehealth consultation, we encourage you to notify the Clinic as soon as possible.

Early cancellation or rescheduling allows us to offer the appointment to another patient and optimise the availability of our healthcare professionals.

Depending on the notice provided before the appointment, a cancellation charge or partial refund may apply in accordance with this Policy.

Whenever possible, we encourage patients to **reschedule rather than cancel** their telehealth appointments.

ii. Preparing for Your Telehealth Consultation

To ensure a successful consultation, patients should:

- join the consultation a few minutes before the scheduled time;
- use a device equipped with a camera and microphone;
- ensure a stable internet connection;
- participate from a quiet and private environment; and
- have any relevant medical information or medications available if requested by the healthcare professional.

Failure to connect at the scheduled time may delay or prevent the consultation.

iii. Technical Difficulties

The French Clinic understands that technical issues may occasionally occur.

a. Technical Issue on the Patient's Side

If you experience technical difficulties that prevent you from joining your telehealth consultation, please contact the Clinic immediately.

Where appropriate and depending on the circumstances, the Clinic may:

- assist you in reconnecting;
- convert the consultation to a telephone consultation where clinically appropriate;
- reschedule the appointment; or
- apply the relevant cancellation conditions if the consultation cannot proceed.

Technical incidents will be managed in accordance with the Principles Governing the Application of this Policy.

b. Technical Issue on the Clinic's Side

If the consultation cannot proceed due to a technical issue affecting The French Clinic or its authorised telehealth platform, the Clinic will:

- arrange a new appointment at the earliest mutually convenient time; or
- provide a full refund of any prepaid consultation fee, if preferred by the patient.

No cancellation charge will apply in such circumstances.

iv. Failure to Attend a Telehealth Appointment

If a patient does not join the telehealth consultation and does not notify the Clinic within a reasonable period, the appointment may be considered a **No-Show**.

The Clinic will make reasonable efforts to contact the patient using the contact details provided at the time of booking before recording the appointment as unattended.

Repeated missed telehealth appointments may result in future appointments requiring advance payment

v. Clinical Considerations

Telehealth consultations are suitable only when considered clinically appropriate by the treating healthcare professional.

Where a physical examination or additional investigations are required, the healthcare professional may recommend an in-person consultation to ensure safe and appropriate medical care.

Such clinical decisions are made solely in the best interests of the patient and in accordance with professional standards and applicable DHA requirements.

7. Clinic-Initiated Changes

While The French Clinic is committed to honouring all confirmed appointments, there may be exceptional circumstances where we need to reschedule or cancel an appointment.

Such situations are rare and may arise due to unforeseen clinical, operational, or exceptional events beyond our reasonable control.

Our priority is always to minimise any inconvenience to our patients while ensuring the continuity, quality, and safety of healthcare services.

i. When the Clinic May Reschedule or Cancel an Appointment

An appointment may need to be rescheduled or cancelled by The French Clinic in situations including, but not limited to:

- an unforeseen medical emergency involving the treating healthcare professional;
- illness or unforeseen absence of the healthcare professional;
- urgent patient care requiring immediate attention;
- technical or operational issues affecting the delivery of services;
- regulatory inspections or compliance requirements;
- force majeure or other exceptional circumstances beyond the Clinic's reasonable control.

ii. Refunds Following a Clinic-Initiated Cancellation

If an appointment is cancelled by The French Clinic and you choose not to accept an alternative appointment, any prepaid consultation fee will be refunded in accordance with this Policy using the original method of payment, unless otherwise agreed.

Where appropriate, patients may instead choose to apply the prepaid amount as a credit towards a future appointment.

iii. Medical Emergencies

On rare occasions, a healthcare professional may be required to respond to an urgent clinical situation that affects the scheduled appointment timetable.

We appreciate your understanding that patient safety and urgent medical care must always take priority.

In such circumstances, our team will make every effort to keep you informed and arrange a suitable alternative appointment as quickly as possible.

iv. Exceptional Circumstances

In exceptional cases where a clinic-initiated cancellation results in significant inconvenience to the patient, requests may be considered in accordance with the Principles Governing the Application of this Policy.

Nothing in this Policy shall be interpreted as creating an automatic entitlement to compensation beyond any refund otherwise applicable under this Policy or as required by applicable law.

8. Insurance-Covered Appointments

The French Clinic works with a range of insurance providers to facilitate access to healthcare services for eligible patients.

Insurance coverage, co-payments, deductibles, and pre-authorisations are governed by the terms and conditions of your insurance policy and the requirements of your insurance provider.

Patients remain responsible for understanding their insurance benefits and for any charges not covered by their insurance plan.

i. Insurance Verification

The French Clinic will make reasonable efforts to verify your insurance eligibility and benefits at the time of booking or registration.

However, verification of eligibility does not constitute a guarantee of coverage or payment by your insurer.

Final responsibility for insurance approval remains with the insurance provider, in accordance with the terms of your policy.

ii. Co-Payments and Patient Responsibility

Where applicable, patients are responsible for paying any:

- co-payments;
- deductibles;
- non-covered services;
- exclusions under their insurance policy; or
- amounts declined by the insurance provider.

These amounts remain payable even where an insurance claim is subsequently rejected or partially approved.

iii. Pre-Authorisation Requirements

Certain consultations, investigations, procedures, or treatments may require prior approval from your insurance provider.

If a required pre-authorisation is not obtained or is declined, patients may choose to:

- proceed as a self-paying patient;
- postpone the appointment until authorisation is obtained; or
- cancel the appointment in accordance with this Policy.

Where cancellation results solely from an insurance decision beyond the patient's reasonable control, exceptional circumstances will be managed in accordance with the Principles Governing the Application of this Policy.

iv. Appointment Cancellations

Patients with insurance-covered appointments are encouraged to provide the same timely notice of cancellation or rescheduling as self-paying patients.

Late cancellations or missed appointments affect the availability of healthcare services for other patients and may be subject to the cancellation conditions set out in this Policy, irrespective of insurance coverage.

Insurance providers generally do not reimburse missed appointments or late cancellation charges unless specifically provided for under the patient's policy.

v. Insurance Claims After Consultation

Following the delivery of healthcare services, insurance claims are submitted in accordance with applicable payer requirements.

If an insurer subsequently declines all or part of a claim for reasons related to policy limitations, exclusions, expired eligibility, missing pre-authorisation, or other coverage restrictions, the outstanding amount may become the responsibility of the patient.

The French Clinic will communicate with patients in a transparent and professional manner to facilitate resolution whenever possible.

9. Prepaid Services & Packages (Where Applicable)

The French Clinic may offer prepaid consultations, health check programmes, wellness packages, vaccination programmes, promotional offers, or other bundled healthcare services.

The following principles apply to services purchased in advance unless otherwise specified in the terms and conditions of a particular programme or offer.

i. Before Any Service Has Been Used

Where a prepaid package or programme is cancelled before any component has been used, patients may be eligible for a full refund, subject to the applicable terms of the programme and any administrative or regulatory requirements.

Requests should be submitted as soon as possible to facilitate timely processing.

ii. After Partial Use

If one or more components of a prepaid package or programme have already been used, any refund will normally be calculated based on the value of the unused services.

Services already provided may be charged at their standard individual rates, and the corresponding amount may be deducted from any refund due.

iii. After Completion of Services

Once all services included within a prepaid package or programme have been delivered, no refund will normally be available.

iv. Personal Nature of Packages

Prepaid healthcare packages and programmes are generally personal to the registered patient and may not be transferred, assigned, resold, or exchanged unless expressly authorised by The French Clinic.

v. Medical Reasons Preventing Completion

If a patient is unable to complete a prepaid programme due to a medical reason confirmed by an appropriately qualified healthcare professional, the request will be managed in accordance with the Principles Governing the Application of this Policy.

vi. Expiry of Packages

Certain prepaid services, healthcare packages, promotional programmes, or bundled offers may be subject to a defined validity period.

Patients are encouraged to utilise the purchased services within the applicable validity period communicated at the time of purchase.

Unless otherwise expressly stated or required by applicable law, unused services remaining after the expiry of the applicable validity period may no longer be available and may not be eligible for a refund, credit, or extension. Where reasonably practicable, The French Clinic may send reminder communications before the expiry of certain prepaid services or programmes. However, responsibility for using the services within the applicable validity period remains with the patient.

Requests relating to expired packages or programmes will be managed in accordance with the **Principles Governing the Application of this Policy**.

vii. Promotional Offers

Special promotional offers, discounted packages, or limited-time campaigns may be subject to specific cancellation, refund, or validity conditions in addition to this Policy.

Any such conditions will be communicated at the time of purchase and shall prevail in relation to the relevant promotion.

viii. Modification or Discontinuation of Services

The French Clinic continually reviews and updates its healthcare services to reflect clinical best practices, technological advances, regulatory requirements, and the evolving needs of our patients.

Accordingly, certain services, programmes, packages, or promotional offers may be modified or discontinued from time to time.

Where a prepaid service or package becomes unavailable before it has been fully utilised, The French Clinic will make reasonable efforts to provide a fair and appropriate solution, which may include:

- providing an equivalent or substantially similar service;
- offering a credit towards another suitable healthcare service;
- refunding the unused portion of the prepaid service; or
- proposing another fair and reasonable solution appropriate to the circumstances.

The French Clinic reserves the right to discontinue or modify its services without liability beyond the remedies described above or as otherwise required by applicable law.

Our objective is always to ensure continuity of care and to treat patients fairly while maintaining the highest standards of healthcare delivery.

10. Refunds and Non-Refundable Services

The French Clinic is committed to administering refunds in a fair, transparent, and patient-centred manner while ensuring the responsible management of healthcare resources and maintaining the efficient delivery of clinical services.

Refund eligibility depends on the nature of the service, the timing of the cancellation or request, and the conditions set out in this Policy.

i. Eligible Refunds

Subject to the provisions of this Policy, patients may be eligible for a full or partial refund in circumstances including:

- cancellation within the applicable Notice Period;
- cancellation initiated by The French Clinic where an alternative appointment is not accepted;
- prepaid services or packages eligible for refund under this Policy;
- duplicate or erroneous payments;
- technical failures preventing the delivery of telehealth services where the issue is attributable to The French Clinic or its authorised platform; or
- other exceptional circumstances managed in accordance with the Principles Governing the Application of this Policy.

Where appropriate and with the patient's agreement, The French Clinic may offer an alternative solution, including:

- a credit towards future healthcare services;
- rescheduling of the appointment or service; or
- another fair and reasonable arrangement,

instead of processing a monetary refund.

ii. Refund Processing

Approved refunds will normally be processed using the same payment method used for the original transaction.

Where this is not reasonably practicable, an alternative refund method may be agreed, subject to applicable legal and financial requirements.

Refunds will normally be processed in United Arab Emirates Dirhams (AED). Any exchange rate differences, bank charges, or fees applied by financial institutions or payment service providers remain outside the control of The French Clinic.

The Clinic will make every reasonable effort to process approved refunds promptly; however, the time required for funds to appear in a patient's account may vary depending on the relevant financial institution or payment provider.

iii. Duplicate or Incorrect Payments

If a patient believes that a payment has been processed incorrectly or more than once, they should contact The French Clinic as soon as possible.

Following verification, any confirmed duplicate or incorrect payment will be refunded using the original payment method or another mutually agreed method where appropriate.

iv. Non-Refundable Services

Unless otherwise required by applicable law or expressly approved by The French Clinic, the following are generally not eligible for refund:

- consultations and healthcare services that have already been provided;
- completed telehealth consultations;
- laboratory tests, imaging studies, and diagnostic investigations that have been performed or processed;
- prescription medications, vaccines, medical supplies, and healthcare products that have been dispensed;
- administrative reports, certificates, medical reports, or documentation that have already been prepared or issued;
- services already used within a prepaid package or programme;
- expired promotional offers or prepaid services that have not been utilised within their applicable validity period; and
- cancellation charges or fees applicable under this Policy for late cancellations or missed appointments.

These limitations are intended to ensure patient safety, regulatory compliance, and the fair allocation of healthcare resources.

v. Prepaid Services and Partially Used Packages

Where a prepaid package or programme has been partially utilised, services already provided are not refundable.

Any refund relating to the unused portion will be calculated in accordance with the applicable programme conditions and this Policy.

If a prepaid service or package is no longer available because it has expired or has been discontinued by The French Clinic, any entitlement to a refund, credit, extension, or alternative service will be determined in accordance with the applicable programme conditions and the provisions of this Policy.

vi. Exceptional Circumstances

Exceptional circumstances will be managed in accordance with the Principles Governing the Application of this Policy.

vii. Patient Responsibility

Patients are encouraged to review the applicable cancellation and refund conditions before booking appointments or purchasing prepaid services or packages.

Prompt communication with the Clinic regarding any change in circumstances helps us provide the most appropriate solution while maximising appointment availability for other patients.

Nothing in this section limits any rights that patients may have under applicable UAE laws and regulations.

11. How to Cancel or Reschedule

The French Clinic encourages patients to notify us as soon as possible if they are unable to attend a scheduled appointment.

Early notification helps us reorganise our schedule efficiently and offer the appointment to another patient awaiting medical care, while also helping patients avoid any applicable late cancellation conditions.

Whenever possible, we encourage patients to **reschedule rather than cancel** their appointments to support continuity of care.

i. Information to Provide

To enable us to process your request efficiently, please provide:

- your full name;
- your registered mobile number and email address;
- your date of birth or other identifying information, if requested;
- the name of the healthcare professional (if known);
- the date and time of the appointment; and
- whether you wish to cancel or reschedule the appointment.

Providing complete information will help us process your request more quickly and accurately.

ii. Confirmation of Cancellation or Rescheduling

A cancellation or rescheduling request is considered effective only once it has been acknowledged or confirmed by The French Clinic.

Patients are encouraged to retain any confirmation message or email for their records.

If you do not receive confirmation within a reasonable period, we recommend contacting the Clinic again to ensure that your request has been received and processed.

iii. Online Bookings

Appointments booked through our online booking platform may, where available, be cancelled or rescheduled directly through the platform, subject to its functionality and the applicable Notice Period.

Where online modification is no longer available due to the proximity of the appointment time, patients should contact the Clinic directly.

iv. Telehealth Appointments

Patients wishing to cancel or reschedule a telehealth consultation should follow the same process as for in-person appointments.

Where technical difficulties arise shortly before the scheduled consultation, patients are encouraged to contact the Clinic immediately so that appropriate arrangements can be considered.

12. Exceptional Circumstances (Force Majeure)

The French Clinic recognises that unforeseen events beyond the reasonable control of the patient or the Clinic may occasionally affect the provision of healthcare services or the ability to attend a scheduled appointment.

Exceptional circumstances may include, but are not limited to:

- natural disasters or severe weather conditions;
- public health emergencies or epidemics;
- government restrictions or regulatory actions;
- major transport disruptions;
- widespread telecommunications or internet outages;
- power failures or critical infrastructure interruptions;
- civil unrest or security incidents; or
- any other unforeseen event that makes it impossible, impracticable, or unsafe to provide or receive healthcare services.

Where exceptional circumstances arise, The French Clinic will make every reasonable effort to minimise disruption, maintain continuity of care, and identify an appropriate solution, which may include rescheduling an appointment, offering an alternative healthcare professional where clinically appropriate, providing a credit towards future services, or processing a refund where applicable under this Policy.

Requests arising from exceptional circumstances shall be managed in accordance with the **Principles Governing the Application of this Policy**.

The French Clinic shall not be considered in breach of this Policy where the performance of its obligations is prevented, delayed, or materially affected by events beyond its reasonable control.

Nothing in this section limits any rights that patients may have under applicable UAE laws and regulations.

13. Complaints & Dispute Resolution

The French Clinic is committed to delivering high-quality healthcare services and an excellent patient experience. If you have any questions or concerns regarding an appointment, cancellation, refund request, or the application of this Policy, we encourage you to contact us as soon as possible so that we may review the matter and seek an appropriate resolution.

We believe that open communication and timely discussion are the most effective ways to resolve concerns.

Regulatory Rights

Nothing in this Policy limits any rights that patients may have under applicable UAE laws and regulations.

If a concern cannot be resolved directly with The French Clinic, patients retain the right to seek advice or submit a complaint to the relevant competent authorities in accordance with applicable legal and regulatory procedures.

14. Updates to this Policy

The French Clinic may update this Cancellation & Refund Policy from time to time to reflect:

- changes to our healthcare services or operational processes;
- enhancements to our digital platforms or appointment systems;
- changes in applicable laws, regulations, or professional standards;
- improvements made to better serve our patients.

The latest version of this Policy will always be published on The French Clinic's website and will supersede any previous version.

Where appropriate, material changes affecting patients' rights or obligations may be communicated through our website or other appropriate communication channels.

The version of this Policy in force at the time an appointment is booked or a service is purchased will generally apply to that appointment or service, unless a change is required by applicable law or is more favourable to the patient.

Nothing in this Policy shall limit any rights that patients may have under applicable UAE laws and regulations.

If any provision of this Policy is found to be invalid or unenforceable under applicable law, the remaining provisions shall continue in full force and effect.

This Policy shall be governed by and interpreted in accordance with the applicable laws and regulations of the United Arab Emirates and the Emirate of Dubai.

15. Contact Us

If you have any questions or require assistance regarding this Cancellation & Refund Policy, our team will be delighted to support you.

Please visit our dedicated [Contact Us](#) page on our website for the latest contact information, online appointment booking options, opening hours, clinic location, and the different ways to get in touch with our team.

We sincerely thank you for placing your trust in The French Clinic and look forward to continuing to provide you with safe, compassionate, and high-quality healthcare services.

16. Related Information & Policies

This Cancellation & Refund Policy should be read together with the other policies and information published on The French Clinic's website, which collectively provide important information regarding the use of our website and healthcare services, as well as your rights and responsibilities as a patient.

For further information, please refer to the following pages on our website:

- [Terms of Use](#)
- [Privacy Policy](#)
- [Cookie Policy](#)
- [Contact Us](#)

These documents form part of The French Clinic's commitment to transparency, patient-centred care, and compliance with applicable UAE laws, Dubai Health Authority (DHA) requirements, and recognised healthcare best practices.

The latest version of each policy is available on our website and may be updated from time to time