

Zarcare Cancellation Policy

Introduction

A Member and a Healthcare or Wellness Provider may cancel a scheduled appointment. Below are the criteria that Zarcare will apply and the process that will be followed when appointments are cancelled by either the Member or the Healthcare Provider and how refunds (where applicable) will be processed.

Rescheduling

Members may reschedule their appointment at no extra cost; however, they must do so at least 2 hours before the appointment time slot.

Cancellation of Appointments and Refunds

A Member or a Healthcare Provider may cancel a scheduled appointment. Below are the criteria that Zarcare will apply and how refunds (where applicable) will be processed.

Cancellation by the Healthcare Professional

The Healthcare Provider may cancel an appointment if they become unavailable for the consultation if it is two (2) hours before the scheduled appointment time. The Member will be offered the opportunity to reschedule the appointment or request a voucher; however, if they choose not to do so, they will be entitled to a full refund. Upon opting for a full refund, the Member will ask to provide their South African bank account details for processing of the refund. The Provider will be liable for the Appointment fees and Zarcare service fees for the cost of the appointment.

Cancellation or No Shows by a Member

If a member is a “no-show,” meaning they do not cancel or reschedule the appointment and fail to log in within 15 minutes of the appointed time, they will not be entitled to a refund and will be liable for the Provider’s fees and Zarcare service fees.

If a Member cancels an appointment the following shall apply:

- An appointment cancelled less than 24 hours before the Member’s appointment time will not be entitled to a refund.
- If the appointment is cancelled more than 24 hours before the appointment time, the Member will be entitled to a full refund of the Healthcare Provider’s fees.
- The Zarcare service fee is non-refundable.

Refund for Cancellation

A full refund will be processed when a member cancels their appointment before 24 hours from the appointment time. The refund DOES NOT include the Zarcare service fee. Cancellations made within 24 hours of the appointment time will not be refunded.

Zarcare uses electronic transfers to process refunds; therefore, we will require member banking details when a refund is requested. Refunds may take 7 - 10 working days to reflect in the member's account.

Failure to Log In

If a Member fails to log in during the appointment time slot, they will be liable for the total cost of the appointment and service fees. Similarly, if a provider does not attend the appointment, the member is entitled to a refund, less service fees.

Refund Processing

Where a Member opts for or is entitled to a refund Zarcare will process the refund by means of Electronic Funds Transfer (EFT) to a nominated South African bank account upon receipt of valid bank details from the Member.

Refunds shall be paid within 7 to 10 business days of receipt of the banking details. Refunds will not be issued directly to the original method of payment made on the Mobile Application and/or Website such as debit or credit cards.

Enquiries about Cancellations and Refunds

If a member or provider has questions about the refund and cancellation process, they may email info@zarcare.com for assistance.