

Pass Usage and Refund Policy

Applicable to all pass types offered by the Medical Healing Point Health Center

1. Availability Period

Passes must be used within 3 months from the date of purchase.

If a pass is first used after the availability period, a 5% surcharge will be applied to the full price of the pass.

Refunds are not possible for passes that were paid for but never started and/or if the surcharge is not paid.

2. Usage Period

Once started, all passes are valid for a period of 6 months. The usage period begins on the day of the first session used from the pass. After the expiration of the usage period, any remaining sessions cannot be used, exchanged, or refunded for any reason.

The usage period will be extended by the duration of the extraordinary event in the following cases:

- Prolonged hospitalization or stay in a medical facility
- Verified stay abroad (e.g. work assignment, employment)
- Entire period of pregnancy and postpartum recovery

Extraordinary events only extend the usage period if valid proof is presented (e.g. hospital certificate, employer's confirmation, etc.). *These documents are not stored by the Provider—presentation only is required.*

3. Refund and Exchange

The cost of purchased acupuncture passes is non-refundable under any circumstances.

Within the validity period, the pass or its remaining sessions can be exchanged for any other pass, treatment, course, workshop, or a combination thereof. The value of the remaining sessions will be credited toward the new service(s).

The price of the new services must be determined based on the price list valid on the day of the exchange.

Remaining sessions after the validity period cannot be refunded or exchanged for any other treatment.

4. Validity

This policy comes into effect on the date of issue and remains valid until revoked.

Budapest, 12 September 2024