

## Payment and cancellation conditions for Andrology ISCARE a.s.

For booking a procedure, ISCARE reserves the right to collect a deposit from the client according to the type of procedure as follows:

- Surgical procedures with a total price up to 800EUR full price of procedure
- Surgical procedures with a total cost of over 800EUR the deposit of 800EUR

The payment of the deposit is also a binding confirmation of the date of the procedure by the client. If the deposit is not paid according to ISCARE's instructions, the originally agreed date is not confirmed and ISCARE reserves the right to offer this date to other clients without refund.

In case if the client interrupts or terminates the agreed treatment of his/her own volition after the payment of the deposit, and therefore the binding reservation of the date of the procedure, ISCARE is entitled to reimbursement of all costs related to the services already provided (in particular, consultations with a doctor - andrologist or other specialist, consultations with the administrator, provided examinations, reservation of time and capacity of operating theatres, etc.). The amount of eligible costs claimed depends on the date on which the client cancelled the agreed treatment and the specific procedure agreed. These costs are applied against the advance payment as follows:

- Cancellation up to 30 days before the scheduled procedure **0%** - client's entire deposit is refunded
- Cancellation up to 7 days before the scheduled procedure **50%** - 50% of the deposit is returned to the client and an invoice for 50% is issued
- Cancellation less than 7 days before the procedure **100%** - the client is issued an invoice for 100% of the deposit paid, no amount will be refunded

These cancellation fees do not apply to situations where the client shows Iscare's attending physician a certificate of a change in health condition that prevents the scheduled procedure from being performed. However, it must be a change in medical condition, not something that the client has not previously disclosed to Iscare that prevents the surgery from being performed. Each individual case of a client discontinuing treatment for medical reasons is assessed on an individual basis, taking into account the medical condition and other circumstances related to the proposed treatment.

Furthermore, if the treatment is interrupted due to complications on the client's side (serious health reasons), then ISCARE a.s. reserves the right to offer the client a continuation of treatment, i.e. an alternative date for surgery. ISCARE reserves this right even if the treatment is interrupted due to reasons on ISCARE's side.