



## **BULGARIA MEDICAL TRAVEL PARTNER LTD**

### *Terms and Conditions*

We kindly ask our customers/patients to **read** this agreement **carefully** to accept the General Conditions, before starting to use this website.

With every action consisting of direct or indirect use of the content of this website or of the services provided through it, the customer/patient hereby confirms their will to accept and bind themselves to the clauses of this agreement and to the General Conditions contained in it, as the resulting relations between the customer/patient and Bulgaria Medical Travel Partner LTD are subject to the conditions of this agreement. Bulgaria Medical Travel Partner LTD reserves the right to modify and publish new General Conditions at any moment, and it should also publish a timely notice with information about any modification on the initial page of the website. We would like to ask the customer/patient to regularly check the General Conditions as they use the services provided through the website. We consider that the customer/patient accepts the changes if they continue to use the website after these changes have been published.

In case the customer/patient disagrees with the hereby presented General Conditions, or if they refuse to commit to them, then they should discontinue using this website.

## **I. GENERAL CONDITIONS**

The website [www.bmtpartner.co.uk](http://www.bmtpartner.co.uk) has been published by Bulgaria Medical Travel Partner LTD, a commercial company with Unified identification code 130960078 and correspondence address at Belite Brezi complex, bl. 6, fl. 9, ap. 35, 1680 Sofia.

The business subject of Bulgaria Medical Travel Partner LTD is: facilitation between foreign citizens needing medical treatment and Bulgarian medical institutions and medical specialists and arranging the stay of the foreign citizens in Bulgaria in relation to their treatment.

This webpage including its applications maintained by Bulgaria Medical Travel Partner LTD have solely informative purposes. The efforts made by us to provide reliable and accurate information guarantee it is up-to-date and precise as far as it is provided by us or by third parties pursuant to the relevant legal requirements.

This webpage is not intended to advertise medicinal products, consumables or medical service providers.

Bulgaria Medical Travel Partner LTD shall not be liable for physical or moral problems occurred to the user after visiting the website and in relation to the information given in it. With a view to precise the provided information and to avoid any



misunderstandings, the individuals interested in the content of the page should contact our employees at:

Telephone: +359 88 44 53 899; +44 20 3778 0379

Email address: [info@bmtpartner.co.uk](mailto:info@bmtpartner.co.uk)

## AIMS

Bulgaria Medical Travel Partner LTD aims to mediate to the customer/patient for receiving access to modern, adequate and effective medical care in the areas indicated by us. Bulgaria Medical Travel Partner LTD acts as a third independent party, a facilitator between the medical assistance providers and the customer/patient. We, Bulgaria Medical Travel Partner LTD, strive to always work in the benefit of our customer/patient.

Bulgaria Medical Travel Partner LTD does not provide to the customer/patient neither advice nor consultations concerning his or her health condition. Before turning to Bulgaria Medical Travel Partner LTD, it is always recommendable that the customer/patient seeks advice from a minimum of two qualified and authorised medical specialists in their own country or country of choice.

Bulgaria Medical Travel Partner LTD reserves the right to refuse partnership and cooperation at its own discretion and when it is established that the offered facilitation services cannot be provided with the required due diligence quality. Bulgaria Medical Travel Partner LTD shall not be held liable for actions arising from the conduction or the non-conduction of a treatment plan, for any changes in it as well as for any changes in the commercial relations between the medical institutions/physicians and the customer/patient.

## PROVISION OF HEALTH CARE INFORMATION

As far as the website provides information about health care, the latter describes the general principles of healthcare and is not intended to be used as a specific instruction for an individual customer/patient and should not be interpreted as such. The provided information is not characterised as medical consultation and is not intended to give one. This information does not constitute a guide for self-treatment and in no event should be considered a substitute for medical consultation, diagnostics or treatment provided by qualified physicians. It is purely informative and aims only to provide an additional source of information for the customer/patient but it cannot substitute a consultation with a medical specialist. In the event of the appearance of a health issue or when treatment is needed, **the customer/patient should always turn to a qualified and authorised medical specialist or pharmacist for a medical consultation.** The provided information should not be relied upon as the only true one and it should be checked and discussed with a qualified specialist – for example a physician, pharmacist etc.



Bulgaria Medical Travel Partner LTD shall not be held liable for any risk or eventual damages as a result of the customer/patient using the website without considering these conditions.

## ABOUT THE WEBSITE

Bulgaria Medical Travel Partner LTD reserves the right to modify any eventual mistakes, omissions or inaccuracies in the provided information. Bulgaria Medical Travel Partner LTD cannot guarantee that the website will always be available to view without interruption.

Bulgaria Medical Travel Partner LTD is not responsible for access, authenticity and the use of information and services provided by third parties and published on the website of Bulgaria Medical Travel Partner LTD, such as links to other internet pages, including links to information, services, products, materials and all kind of other resources contained in them.

Bulgaria Medical Travel Partner LTD shall not engage with recommendations for specific medical items, tests, physicians, procedures, statements or other information presented on the website.

All the information and materials concerning prices of the services presented at our website does not constitute an offer pursuant to the Bulgarian civil legislation and is only a forecast. Such information on the conditions and the terms of use for the services on the website and for particular prices can be provided only upon request.

Notwithstanding we do our best that the information provided at our website be up-to-date and precise so that we can be maximally useful in informing the customer/patient on the topics reviewed by us.

## COPYRIGHT

The materials presented on the website of Bulgaria Medical Travel Partner LTD cannot be copied, reproduced, distributed, forwarded and processed under a different form without the prior authorization of Bulgaria Medical Travel Partner LTD. The permission to download materials from this website is granted only for personal non-commercial goals. Bulgaria Medical Travel Partner LTD prohibits the publishing of a copy of this website or of any parts of it.

## CONDITIONS FOR USING THE WEBSITE AND FOR REGISTRATION. CONFIDENTIALITY OF INFORMATION. PERSONAL DATA PROTECTION

By ticking in the field "I agree with the General Conditions" the user gives their electronic statement pursuant to the Law on Electronic Document and Electronic Signature (effective from 06.10.2001, last amendment State Gazette issue 101 of 20



December 2016), with which they declare that they are aware of these General Conditions and accept them entirely.

The personal data received by Bulgaria Medical Travel Partner LTD in the process of registration shall be used solely with a view to service the customer/patient in relation to the offered services. We use personal data in order to identify the access of the customer/patient to the website or to research the opinion of users in order to improve the quality of service. The data shall not be provided in any form to third parties nor shall be used for purposes different from those described above, except for the cases where the legislation imposes such obligation.

Bulgaria Medical Travel Partner LTD gathers the following information about every user:

- forename and surname
- date of birth
- gender
- passport data and information about the journey
- contact details – telephone number, address, email address
- user name and password (as per those registered in the website)
- next of kin

The user registration can be closed at any time upon request of the user sent in a written form to: [info@bmtpartner.co.uk](mailto:info@bmtpartner.co.uk).

In order to perform the facilitation activities between the foreign citizens needing treatment and the Bulgarian medical institutions and medical specialists Bulgaria Medical Travel Partner LTD gathers personal data which constitutes sensitive data and is related to health and medical details (like medical records). Sensitive data shall be used or disclosed only for the purposes for which it has been provided and shall be sent directly to the party for which it is intended as required by law. When it is necessary that the medical data is transferred to a third party this shall be done after signing a consent form (medical data release).

Bulgaria Medical Travel Partner LTD gathers the following health data about every customer/patient:

- Health data in accordance with the medical questionnaire.
- X-rays, gastroscopies, guidelines and/or conclusions from the general practitioner or from other medical specialists, laboratory tests and others.

The data provided by individuals shall be classified as personal and shall be stored as such by the personal data administrator Bulgaria Medical Travel Partner LTD. Bulgaria Medical Travel Partner LTD is a personal data administrator for sensitive data with registration No: 422282 and stores personal health data in accordance with the elaborated instruction for a personal sensitive data administrator in compliance with the requirements of the Law on Personal Data Protection (effective from 01.01.2002, last amendment State Gazette, issue 81 of 14 October 2016) and



approved by the Commission for Personal Data Protection. The instruction can be found on the company website, section Policies – Data Protection Policy.

If a customer/patient refuses to provide their personal data, they can not benefit from the services offered. The customer/patient has full responsibility about protecting their user name and password as well as for actions of third parties with the latter.

The customer/patient is obliged to keep their personal data up-to-date and to timely amend any changes in the address, telephone number, and email address. Bulgaria Medical Travel Partner LTD is not responsible for any failure to perform, for any delay in the facilitation service or for any damages related to it in case of inaccurate or not updated data submitted by the customer/patient.

Bulgaria Medical Travel Partner LTD is obliged to conduct and maintain a constant communication with every user of the website in relation to the treatment planning and its details, for the provision of medical and health data as well as for organizing and provisioning of information about the travel and details on the accommodation. The correspondence with the customer/patient shall be made through phone and email. The UK customer/patient shall also receive by mail the final basic documentation about the agreed services. Bulgaria Medical Travel Partner LTD assures all customers/patients that it takes all possible measures to guarantee the confidentiality of the data provided by them.

This website can contain references to other websites. The rules for data privacy of other websites can differ from the ones of Bulgaria Medical Travel Partner LTD. In such cases the provision of any data by the customer/patient to other websites shall be regulated in accordance with the privacy rules of that specific website.

Bulgaria Medical Travel Partner LTD provides to the user information and services by offering its products through this website. In relation to this, when using the website, on the web server are recorded anonymously all details of the website visit including hour, date and URL link of the order. This data shall be used in order to improve and monitor the configuration and the effectiveness of the internet page.

Bulgaria Medical Travel Partner LTD can use “cookies” for our website. A “cookie” is an information package sent by a web server to an internet browser and sent back from the browser every time when it receives access to that server. Most big websites use “cookies”. They are small text files which are used as a tool by our website in order to be remembered and stored the preferences of the customer/patient as a user of this website and in order to improve the usage of the services at our website.

In some cases the internet page “cookies” can gather and store the personal data provided by the user as Bulgaria Medical Travel Partner LTD provides the same scope of protection of personal data and information, regardless if the latter has been provided by using the “cookies” or through other sources. If the user does not wish to use “cookies” they can set their internet browser to ban the use of “cookies” or to warn the user when there is a chance that they are used. It is important that the user be advised that if he or she sets the internet browser to ban the use of “cookies”, then



the access to particular sections of our website may be limited or the user may not be able to benefit from all the improvements on the website offered by the “cookies”.

## RESPONSIBILITY

We would like to draw the attention of the customer/patient to the fact that it is necessary to **consult qualified medical specialists** regarding issues related to their health condition and to the need of any diagnostic, therapeutic or operative interventions. We would also like to ask the customer/patient to consider the opinion expressed by the medical specialists about their health when interpreting the articles, the information notices and the other information published on our website regardless of their order. The website content does **not** recommend the application of self-treatment of health issues.

## II. GENERAL CONDITIONS FOR ALL USERS OF FACILITATION FOR MEDICAL SERVICES:

### FUNCTIONS

Bulgaria Medical Travel Partner LTD acts as a third independent party, a facilitator between the medical services providers and the customer/patient. We, Bulgaria Medical Travel Partner LTD, can provide certain services only if the customer/patient and the medical institution/physician agree entirely with them. In any case the customer/patient should be well aware what is offered and in case of any doubt or misunderstanding they should contact us so we can give additional clarification of the situation and information from the medical institution/physician.

The services offered by us have two components – a medical one and a logistical one which includes everything necessary for the medical travel of the customer/patient and which can be customized as per their needs.

#### 1. Medical services:

##### 1.1. Services offered in the medical institution:

- Hospitalization in the medical institution.
- Medical and rehabilitation services provided in accordance with the valid legal and hospital norms, practices, hygiene standards and with the health sector standards in the Republic of Bulgaria.

##### 1.2. Services offered by the physicians:

- Exam of the medical data, consultation and determining the medical diagnosis of the customer/patient.
- Conduction and completion of the medical procedures (manipulations, operations, administration of rehabilitation etc.), in accordance with the valid legal norms and medical ethics.
- Post-operative monitoring of the condition of the customer/patient.



## **2. Logistical services offered by Bulgaria Medical Travel Partner LTD as a facilitator:**

### 2.1. Before arrival in Bulgaria:

- Facilitation between the customer/patient and the surgeon for defining the preliminary diagnosis and for the elaboration of a treatment plan and dates for it.
- Arranging the non-hospital stay of the customer/patient and their eventual companion.
- Provision of tourist services among those offered by Bulgaria Medical Travel Partner LTD during the stay of the customer/patient and their eventual companion in Bulgaria.
- Provision of drivers and guides/agents from door to door (excluding flights) for customers/patients from the United Kingdom.

### 2.2. During the stay of the customer/patient in the Republic of Bulgaria:

Cooperation for every customer/patient and their eventual companion, during their stay in Bulgaria from the moment of arrival till the moment of departure, namely:

- Welcoming the customer/patient.
- Provision of a transfer.
- Help with the accommodation in the hotel chosen by the customer/patient with provided breakfast;
- Provision of a personal assistant who:
  - ✓ Supports the meetings with the medical team.
  - ✓ Accompanies the customer/patient at all pre-operative medical interventions.
  - ✓ Is available during the whole day of the operation till the operation is over and the customer/patient is transferred to the recovery ward.
  - ✓ Informs the relatives of the customer/patient located both on the territory of the Republic of Bulgaria and abroad on the results of the operation.
  - ✓ Remains at the disposal of the customer/patient for two hours daily during the post-operative period and within time intervals that are suitable for the customer and fit the internal rules of the medical institution.
- Organisation of the translation into English of all medical documents provided by the medical institution upon discharging the customer/patient.
- Organisation of the excursions selected by the customer/patient and/or their eventual companion.
- Cooperation and facilitation of the contacts and the communication of the customer/patient and/or their eventual companion with third parties and partners.



### 2.3. When the customer/patient is back home:

- Provides drivers and guides/agents from door to door to the customers/patients of the United Kingdom.
- Bulgaria Medical Travel Partner LTD in coordination with the treating physician is available to answer all additional questions related to the conducted treatment of the customer/patient.
- Arranges the post-operative follow-up examination of the customer/patient as per their wish: from a distance according to the provided documents requested by their surgeon or conducting the examination in the medical institution where the treatment has been carried out, and the stay of the customer/patient in the Republic of Bulgaria for this examination.

## OBLIGATIONS

### 1. Obligations of Bulgaria Medical Travel Partner LTD:

- Bulgaria Medical Travel Partner LTD, in its capacity as a facilitator, provides the above described services in accordance with the valid legislation and the standard practice for the relevant sector in the Republic of Bulgaria.
- The third parties and partners possess the necessary valid licenses, certificates and insurances for performing their operations. Bulgaria Medical Travel Partner possesses a professional indemnity insurance No: 0151054 by the insurer "CertAsig Insurance & Reinsurance".

### 2. Obligations of the medical institution:

- All medical services for which we cooperate are provided in accordance with the valid legal and hospital norms, practices, hygiene standards, and medical ethics and in accordance with the standards of the health sector in the Republic of Bulgaria.
- All medical institutions possess the necessary licenses, certificates and insurances for performing their activities as well as the health sector standards required by the legislation.

### 3. Obligations of the physicians pursuant to the legislation of the Republic of Bulgaria and to the ethical codes of the medical institutions:

- To conduct their missions in accordance with the valid norms, practices and medical standards in the Republic of Bulgaria and with the medical ethics.
- To be members of the Bulgarian Doctors Union.
- To possess an insurance policy related to the traditional services offered by physicians in accordance with the valid legal norms.
- To answer all customer/patient questions regarding the planned and agreed medical interventions.

### 4. Obligations of the customer/patient:





The customer/patient of Bulgaria Medical Travel Partner LTD is obliged to comply with the following conditions while using the medical services:

- To provide all required information regarding their medical history, including any previous treatments, performed operations, and current treatments and administered medications taken by the customer/patient.
- To make queries to the medical specialists during the preliminary medical consultations by posing questions and requiring information about their diagnosis, the stages of the medical procedures and the post-operative monitoring of their health condition so that the customer/patient can be aware of all details on the treatment, the expected results, the possible risks and side effects, including potential health problems which can occur during the post-operative recovery.
- To follow the advice, the instructions and the recommendations of the physicians and of the medical staff in relation to the conducted treatment and post-operative recovery.

## TRANSPORT AND TRAVEL DOCUMENTS

In order for the customer/patient to be able to organise their travel in the best way to suit them, all bookings of personal flights shall be made by the customer/patient. We can make a consultation for the possible options but we are not responsible for the actions of the carrier. If the customer/patient accepts the conditions of the carrier, they have the responsibility for the execution of the booking and the payment of flights and any other transport to the Republic of Bulgaria and this shall not be a part of the services provided by Bulgaria Medical Travel Partner LTD and we shall not engage with or be liable for any delayed, missed or cancelled flights or other transport. Bulgaria Medical Travel Partner LTD is not responsible for the health condition of the customer/patient before, after and during the transport to the Republic of Bulgaria and back home and the company shall not be responsible for delayed or lost luggage.

The customer/patient has the responsibility to secure all necessary permits, visas and documents for entering Republic of Bulgaria. The citizens of some countries may require a visa for their visit to the Republic of Bulgaria. EU countries citizens do not require a visa for a visit to the Republic of Bulgaria.

## PRICES

Bulgaria Medical Travel Partner LTD provides a fixed price offer both for the medical and for the logistic services chosen by the customer/patient. The price terms for both types of services are valid for a term of 45 days from the date of the offer presented by Bulgaria Medical Travel Partner LTD upon request from a customer/patient.

We would like to stress that all services needed for the adequate consultation, diagnostics and treatment of the customer/patient such as: tests, medical imaging and other methods aimed at directing the medical specialist to the correct diagnosis and to the respective treatment of the customer/patient are included in the complex price



of the medical service. The price is fixed after confirmation by Bulgaria Medical Travel Partner LTD of the booking made based on the received order by the customer/patient for the treatment about which an agreement has been reached and after the due deposit has been received by the health institution.

A component of the price of the logistic services is the value of the accommodation chosen by the customer/patient and it is a subject of availability at the time of booking of the services by them. Thus the logistic price is fixed after confirmation by Bulgaria Medical Travel Partner LTD of the booking made based on the received order by the customer/patient for the finally chosen logistic services and after the due deposit necessary for booking the accommodation has been received by Bulgaria Medical Travel Partner LTD.

After the official confirmation by Bulgaria Medical Travel Partner LTD of the booking of the services ordered by the customer/patient, two written contracts are concluded – one with the medical institution about the medical services and the other one with Bulgaria Medical Travel Partner LTD about the logistic services. Both contracts describe in detail the provided services with their prices and conditions for payment.

If the value of the services is not finally fixed through a confirmation of the booking by Bulgaria Medical Travel Partner LTD, we reserve the right to modify it and are not responsible for any material or non-material damages suffered by the customer/patient.

## **PAYMENT TERMS**

We would like to ask the customer/patient to read the following carefully:

It is important that the customer/patient considers the main conditions on the payment methods and terms for the services.

1. In order to confirm a booking for medical services, it is necessary that the customer/patient pays to the medical institution a deposit amounting to 20% of the whole sum.
2. In order to confirm a logistical services booking, it is necessary that the customer/patient pays to Bulgaria Medical Travel Partner LTD a deposit amounting to 20% of the whole sum.
3. The remaining amount for medical services shall be paid directly to the relevant medical institution just before conducting the treatment in the Republic of Bulgaria except if the customer/patient has chosen the option to pay prior to his or her travel. The physicians receive their fee directly from the medical institution.
4. Within a term of 7 days before arrival, it is necessary that the customer/patient pays the remaining part of the amount for the logistic services to Bulgaria Medical Travel Partner LTD in order for those to be provided as a full package in a timely manner.



5. All payments for medical and logistical services made before your arrival shall be made by bank transfer to the bank accounts of the relevant medical institution and of Bulgaria Medical Travel Partner LTD as indicated in the correspondence. For each payment the medical institution and Bulgaria Medical Travel Partner LTD shall send to the customer/patient an email confirming the booking; this email shall serve afterwards as a receipt for the payment made by each customer/patient. All payments made on the territory of the Republic of Bulgaria shall be made by bank card or cash. We take all possible measures to inform the customer/patient and to remind them about making the necessary payments in relation to the individual booking.

6. The fixed price of the medical service relates to the planned treatment. In the event of unforeseen complications which are not directly related to the performed operation, these are treated as emergencies. If the medical institution does not have an emergency ward, the customer/patient shall be transferred to a suitable one. All EU citizens can use the European Health Insurance Card (EHIC) which provides them with free of charge emergency assistance. If they cannot present this card, they still will receive treatment but they will have to pay for it at discharge and will be able to seek reimbursement at a later date if they have a valid card. All other citizens shall pay the price for emergency medical assistance at discharge.

7. If the customer/patient has incurred other additional costs regarding his or her accommodation, related for example with: use of a telephone, dry cleaning, room service, ordering lunch and/or dinner and all other services outside the usual accommodation, the customer/patient shall be responsible for the payment.

## **PARTICULARS OF THE GENERAL CONDITIONS**

Before initiating the treatment, a detailed preliminary consultation with a physician is conducted. If there are any planned additional tests for which the customer/patient has expressed consent they shall be performed. When necessary, additional and unplanned tests are performed free of charge. Bulgaria Medical Travel Partner LTD, the medical institutions and the physicians reserve the right to refuse to perform a certain service in case the customer/patient refuses to conduct the mandatory preliminary consultation with a specialist and the necessary tests.

It is important that the customer/patient bears in mind that for some services depending on the individual specifics of the customer/patient and on the results of the performed tests, the treatment plan can be modified.

For certain procedures, depending on the nature of the medical service and on the practice of the health specialist, it is possible a preliminary distant consultation by phone or through online chat in order for the physician to be introduced to the individual health profile of every customer/patient and the latter will have the opportunity to discuss all questions that may arise and to receive the necessary information. Bulgaria Medical Travel Partner LTD are not responsible in case any damages occur to the health of the customer/patient before, during and after such consultations.



## MEDICAL SERVICES TERMS

The treatment of the customer/patient is subject to a contract between them and the medical services provider. Bulgaria Medical Travel Partner LTD does not possess any medical qualification and is not liable for any damages before, during and after using the medical services, regardless of their nature. We are not responsible for the actions nor lack of actions of the medical staff at the medical institution selected by the customer/patient.

Bulgaria Medical Travel Partner LTD shall not be responsible if in certain and rare cases, the medical specialist performs the consultation and establishes that the health condition of the customer/patient does not allow them to undergo a certain intervention. It is possible that the customer/patient may go back home after their stay without undergoing the specified operation due to an impaired health condition. In such cases the reimbursement of all amounts paid in advance shall be made in accordance with the terms described in section Modifications and Termination of the booking below.

The treating physician can provide the customer/patient with instructions, advice and information on the recommendable post-operative care. If the customer/patient does not follow these and hence any damages to his or her health occur, the medical services provider and Bulgaria Medical Travel Partner LTD shall not be held liable.

Bulgaria Medical Travel Partner LTD shall not be responsible for any damages, of any kind, including in the event of death or injury resulting from the services provided by our partners.

We are not responsible and we cannot guarantee to the customer/patient the result of his or her treatment. If there is no improvement in the health condition of the customer/patient, if a full healing is not achieved or if the goal of the medical service is not attained, Bulgaria Medical Travel Partner LTD shall not reimburse the amounts paid by the customer/patient.

We would like to ask the customer/patient to bear in mind that in case of an urgent need and in his or her benefit it may be possible that the customer/patient stays in the Republic of Bulgaria for a longer period than initially anticipated. Bulgaria Medical Travel Partner LTD shall not be responsible for the cases where the stay of the customer/patient has to be prolonged.

## REHABILITATION AND POST-OPERATIVE CARE

The customer/patient who needs to undergo a post-operative rehabilitation shall receive such during their stay at the medical institution. This rehabilitation is part of the package service with fixed price.



Bulgaria Medical Travel Partner LTD receives from the medical institution and arranges the translation into English of all necessary medical documents to be handed to the customer/patient till the end of the business day at discharging.

Bulgaria Medical Travel Partner LTD recommends to the customer/patient to consult their practitioner after getting back home and to inform him or her about the health condition.

Bulgaria Medical Travel Partner LTD maintains a specialised follow up department which is available for the customer/patient after they get back home in order to provide the necessary information related to the post-operative condition of the customer/patient, after a consultation with the treating physician. If needed, the department facilitates the direct contact (through phone or online chat) with the medical specialist who conducted the treatment in the Republic of Bulgaria.

In case there are complications in the health condition of the customer/patient directly related to the performed medical procedures which result in the need of a new operation, the costs and the payment method are determined depending on the following:

**1. If the need of a new operation is established during the stay of the customer/patient in the Republic of Bulgaria**, the medical services provider and Bulgaria Medical Travel Partner LTD are jointly responsible in accordance with the relevant sector, for the provision of the necessary medical and logistic services and for the payment.

**2. If the need of a new operation is established after the customer/patient is back home**, the provider of the relevant medical services and Bulgaria Medical Travel Partner LTD are jointly responsible in accordance with the relevant sector, for the provision of the necessary medical and logistic services and for their payment on the territory of the Republic of Bulgaria. As a matter of goodwill Bulgaria Medical Travel Partner LTD shall pay the expenses related to the transport from the home of the customer/patient to the Republic of Bulgaria and back, up to the value of the amount paid by the customer/patient at their initial visit.

## DISPUTES

If there is any dispute between a customer/patient and Bulgaria Medical Travel Partner LTD or the medical service provider, the dispute shall be reviewed in accordance with the legislation of the country where the treatment has been conducted, that is the Republic of Bulgaria.

Each customer/patient can report an irregularity or can submit a complaint to Bulgaria Medical Travel Partner LTD. The submission and review procedure is described in the Complaints Policy and Procedures of the company published on the corporate website in the Policies section.

## MEDICAL INFORMATION AND QUESTIONNAIRE



The medical institution requires filling in a detailed medical questionnaire and/or the provision of certain medical information before conducting the consultations and/or treatment of the customer/patient. By accepting the Terms and Conditions of Bulgaria Medical Travel Partner LTD, the customer/patient agree that the data in their medical and screening questionnaires can be subject of a check and evaluation and can be shared with the medical specialist and with the medical institution. Bulgaria Medical Travel Partner LTD shall not be responsible for damages if the customer/patient does not fill in correctly and thoroughly the questionnaire or if they willingly or unwillingly hide and/or replace any data when filling in the documents.

## RESPONSIBILITY

Bulgaria Medical Travel Partner LTD facilitates the contacts between the customer/patient and the medical specialists working in medical institutions located on the territory of the Republic of Bulgaria. We advise and support the planning of the travel, the accommodation and other services which the customer/patient may need. Bulgaria Medical Travel Partner LTD provides as detailed information as possible about medical services and physicians in the Republic of Bulgaria so that the customer/patient can make an informed decision about their treatment.

The medical data or the descriptions on our website and on the websites linked to it should be considered as informative which does not claim to be a medical consultation or advice and cannot replace them. The communication with us does not constitute a medical consultation and should not be a leading factor when making decisions on the health of the customer/patient; neither can it replace a consultation with a medical specialist in the relevant field. We from Bulgaria Medical Travel Partner LTD do our best to provide information which will help the customer/patient make their own choice on their health based on an informed decision.

We would like to ask the customer/patient to bear in mind that all surgical operations and medical procedures are related to at least a minimal risk. Bulgaria Medical Travel Partner LTD is not responsible in case of disputes between the customer/patient and the medical service provider. Our responsibility is limited to our obligation as a third party facilitator.

## INSURANCE

It is recommendable that the customer/patient has a travel insurance covering all risks related to delays, cancelled flights, lost luggage or personal belongings and other, including illness and impaired health condition. We recommend to the customer/patient to conclude an additional insurance covering all risks related to a travel intended at using medical services abroad.

## MODIFICATIONS AND TERMINATION OF THE BOOKING

If any **modification or delay of the booking is needed by the medical provider**, we will contact the customer/patient in order to discuss jointly the changes and to give



them the possibility to choose between the option of changing their plans or cancelling them. In the event of occurrence of such circumstances which are not the fault of the medical tourist facilitator and which impose the need of a change in the booking of the customer/patient, Bulgaria Medical Travel Partner LTD will not pay compensation to its customer/patient and shall not be responsible for any caused material and/or non-material damages. We would also like to stress that the probability of the occurrence of such changes is quite small as they are related to circumstances such as: temporary termination of the operative activity in the hospitals due to the outburst of an epidemic, incapacity for work of the physician chosen by the customer/patient and others.

**The client/patient can request a modification of the booking** at least 10 days prior to the scheduled intervention. Each modification of the booking shall become effective after a written confirmation by Bulgaria Medical Travel Partner LTD with information on the changes made. In the event of a modification of a booking made by a customer/patient, a fee is not charged by the medical provider, while an administrative fee of 50 Euros is due to Bulgaria Medical Travel Partner LTD. When modifying the booking a change in the deposit amount is also possible, due to the changed circumstances. In such cases the booking will be confirmed by Bulgaria Medical Travel Partner LTD only after renewing the deposit amount in relation to the changes made in the initial booking. If the client/patient requests modification of the reservation less than 10 days prior to the scheduled intervention, Bulgaria Medical Travel Partner and the medical provider will do their best to accommodate it. In the event this cannot be achieved a fee equal to the cancellation fee for cancellation made less than 10 days prior the scheduled intervention will be charged.

**If a customer/patient of Bulgaria Medical Travel Partner LTD wishes to cancel a booking** they must notify us accordingly by email. In the event the cancellation has taken place more than 10 days prior to the planned intervention, a fee is not charged by the medical provider. An administrative fee of 120 Euros is due to Bulgaria Medical Travel Partner LTD. If the cancellation of the booking is requested less than 10 days prior to the scheduled intervention, a fee amounting to 20% of the total value of the medical treatment is charged by the medical institution. Bulgaria Medical Travel Partner LTD charges an administrative fee of 120 Euros. If Bulgaria Medical Travel Partner LTD has arranged hotel accommodation of a customer/patient all hotel charges related to the cancellation of the booking will be determined in accordance with the cancellation terms and conditions of each hotel. Usually this will be a charge from the hotel for one night stay, if cancelled less than 3 days in advance. All booking cancellation fees are charged from the deposit amount, paid at booking and the remainder of the deposit is refunded to each customer/patient of Bulgaria Medical Travel Partner LTD within 5 business days from the date of erasing the booking. When the amount of the fees due for booking cancellation exceeds the amount of the deposit imported by the customer/patient, the difference has to be paid to Bulgaria Medical Travel Partner LTD by the customer/patient within 5 business days from the date of the confirmation of the cancellation by Bulgaria Medical Travel Partner LTD.



**If due to some reason a customer/patient of Bulgaria Medical Travel Partner LTD does not adhere to the agreed booking terms and/or without good reason are not in a condition fit for undergoing the medical consultation and diagnostic procedures the operation or another type of treatment, the booking will be cancelled and the deposits payed by the customer/patient shall be not-returnable both by the medical provider and by the facilitator. In the event of occurrence of such circumstances if the customer/patient wishes, the medical tourist facilitator can elaborate a new schedule for the conduction of the medical procedures together with the medical institution and the customer/patient.**

**If due to the health status of the customer/patient the physician decides to discontinue the treatment or not to perform an operation as planned, all amounts paid in advance will be reimbursed in full to the customer/patient after deducting the costs made for consultation examinations, accommodation, transport, an administrative fee of 50 Euros and others.**

## **FORCE MAJEURE**

Bulgaria Medical Travel Partner LTD shall not be responsible for any events which Bulgaria Medical Travel Partner LTD and/or the medical service provider could not have foreseen nor avoided. Such circumstances can be for example: war, terrorist attacks, civil uprisings, strikes, bad meteorological conditions, epidemics and other similar emergencies.

## **FINAL DISPOSITIONS**

Bulgaria Medical Travel Partner LTD is a company which acts as a facilitator between foreign citizens needing treatment and Bulgarian medical institutions and medical specialists and arranges the stay of the foreign citizens in relation to their treatment in Bulgaria. We do not provide medical consultations nor advise. Our goal is to provide to our customer/patient the opportunity for timely access to quality medical services at worldwide level and at affordable prices.

Bulgaria Medical Travel Partner LTD cannot take any responsibility for the final result of the conducted medical treatment chosen by the customer/patient and performed with our facilitation. We act as a facilitator introducing the work of our medical partners to our users and cooperating with them throughout the entire process of organizing the treatment.

*By clicking on the button X you accept the General Conditions.*

*Please, make a copy of the General Conditions and print it in order to guarantee your assurance in case of any modifications.*