

# **Terms and Conditions (T&C) – VALEROS – Company for International Patient Management UG**

## **1. Scope of Application**

These Terms and Conditions (“T&C”) govern the contractual relationship between VALEROS – Company for International Patient Management UG (hereinafter referred to as “VALEROS”) and international patients, partners, and companies using our medical referral and VIP services.

## **2. Services Provided by VALEROS**

VALEROS connects international patients with highly qualified medical professionals and clinics in Germany. Services include, but are not limited to:

- Organization of medical treatments
- Obtaining second medical opinions
- VIP services such as interpreters, accommodation, transfers, concierge
- Negotiation of treatment conditions

VALEROS does not provide any medical services itself. A treatment contract is concluded solely and directly between the patient (client) and the respective clinic or physician. VALEROS assumes no liability for diagnoses, treatment errors, or medical outcomes.

## **3. Conclusion of Contract**

- a) All offers made by VALEROS are non-binding. A contract is only formed once a contract form has been signed or the program price specified in the offer has been paid in full.
- b) Binding appointments for treatment will only be scheduled after the contract has been concluded and, if necessary, confirmed by the medical facility.
- c) Communication is usually conducted via unencrypted email. The client explicitly agrees to this method, undertakes to regularly check their inbox, and to notify VALEROS of any changes to their email address.

## **4. Selection of Medical Partners**

The selection of clinics and specialists is based solely on medical and quality criteria – regardless of any cooperation agreements. Clinics displayed on the website are not necessarily contractually affiliated with VALEROS UG.

## **5. Costs and Payment Terms**

Costs are based on the individually agreed scope of services.

- Payments are generally made in advance or as agreed in writing
- Additional costs from medical institutions (e.g., hospital stays) must be paid directly to the respective providers
- Unused services by the client do not constitute a right to reimbursement

## **6. Withdrawal, Termination, Cancellation**

### **a) Withdrawal by the Client**

Withdrawal is possible for good cause, e.g., due to a proven deterioration in health or denial of a visa through no fault of the client. The withdrawal must be made in written form and may require proof.

Refund schedule in case of withdrawal:

Time of Withdrawal	Refund (of program price)
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Up to 30 days before start	80%
29 to 15 days before start	70%
14 to 7 days before start	60%
6 to 3 days before start	50%
2 days to day of program start	40%

VALEROS reserves the right to claim higher compensation if higher preparatory costs can be proven.

#### **b) Termination by the Client**

The client may terminate the contract if VALEROS fails to fulfill its obligations. A reasonable period for correction must be granted beforehand. In the case of justified termination, any payments already made will be refunded proportionally.

#### **7. Liability**

VALEROS is not liable for medical success or for damages related to medical treatment. Responsibility for diagnosis, therapy, and medical care lies solely with the selected facility or attending physician.

VALEROS is only liable for its own mediation errors or organizational faults within the limits of statutory regulations.

#### **8. Data Protection**

All personal and medical data will be treated confidentially and shared only with involved partners as necessary to provide the agreed services. The General Data Protection Regulation (GDPR) applies.

#### **9. Jurisdiction and Applicable Law**

German law applies. Jurisdiction – to the extent legally permissible – is the registered office of VALEROS.

#### **10. Severability Clause**

Should individual provisions of these T&C be wholly or partially invalid, the validity of the remaining provisions shall remain unaffected.

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