



HHB SPEECH & HEARING CLINIC

Clinic Address: Plot No. C-4F-24, Shani Bazaar Road,
Lower Ground Floor IndusInd Bank, Janakpuri,
New Delhi-110058, Mobile: **8447526898**
Email id: hbb.rehab@gmail.com

A COMPLETE REHABILITATION CENTER HELPING YOU HEAR & SPEAK BETTER

Cancellation, Refund Policy & Terms of use

Slot Booking:

Each child will be assigned a suitable therapist based on various criteria like language, nature of the problem, therapist's field of expertise, etc.

The availability of slots depends on a first-come, first-served basis.

Confirmation of the booking at the earliest ensures that you get your preferred slot

Monthly packages ensure that your slots are fixed at the same time and days throughout the month.

Cancellation Policy:

Flat 25% cancellation charges will be deducted if the client cancels within 24 hours of the scheduled start of the session.

Cancellations within 24 hours of the scheduled session timings will be allowed without any cancellation charges only twice a month by providing a valid reason for cancellation. This will, however, be at the sole discretion of HHB Speech & Hearing Clinic.

Cancellation charges of the amount equivalent to one session (100%) would be deducted for a 'no-show' (a no-show means the client cancels the session less than 30 minutes before the scheduled timing or doesn't show up for the session)

A monthly package will have a grace period of up to 10 days, and a two-month package will have a grace period of up to 20 days beyond the validity period to accommodate any rescheduling due to unavoidable circumstances. No sessions will be carried forward beyond the grace period.

If the speech therapist cancels a session due to an emergency, the session can be rescheduled according to the client's convenience, or the session can be carried forward to the next month.

If the client requests a reschedule 24 hours before the session time, the therapist may consider it based on the availability of slots.

SERVICES: ALL TYPES OF SPEECH LANGUAGE ASSESSMENT & THERAPY, ALL TYPES OF PSYCHOLOGICAL ASSESSMENT & THERAPY, SPECIAL EDUCATION, ALL TYPES OF HEARING TEST, TINNITUS, VERTIGO, ALL TYPES OF HEARING AID.

MOBILE: +91-9990-883-880, EMAIL-ID: HHB.REHAB@GMAIL.COM.

Refund Policy:

In case the client wants a refund at any point during the program, the remaining session charges will be refunded after deducting a processing fee of 10% of the total payment. For refunds, the actual rate of each session attended, not the discounted rate, will be deducted. For a session to be considered for a refund, the request should be made at least 24 hours before the commencement of the session.

It may take up to 7 business days for the refund to be processed.

Securing your data:

HHB Speech & Hearing Clinic will take reasonable technical and organizational precautions to prevent the loss, misuse, or alteration of your personal information.

Information Sharing and Disclosure:

HHB Speech & Hearing Clinic may disclose your personal information to third parties who work on behalf of HHB Speech & Hearing Clinic to provide products and services requested by you. We will share personal information for these purposes only with third parties whose privacy policies are consistent with ours or who agree to abide by our policies concerning personal information.

Terms of use:

Your right to use the services is not transferable.

HHB Speech & Hearing Clinic is designed to support the decisions and choices that you make. These decisions and choices are yours. We cannot make decisions for you. However, we can connect you with experts for in-person information.

The services are not for use in medical emergencies or for critical health situations requiring prompt medical attention. You take full responsibility for ensuring that the information submitted is accurate, and HHB Speech & Hearing Clinic shall not make any effort to validate any information provided by you for using the services concerning content, correctness, or usability. To provide the best services possible, we could ask you to share more information as and when needed.

HHB Speech & Hearing Clinic (the owners and the employees of HHB Speech & Hearing Clinic) accept no responsibility for any medical, legal, or financial events or outcomes related to the Services availed.

HHB Speech & Hearing Clinic services may not be uninterrupted, timely, secure, or error-free. HHB Speech & Hearing Clinic is not responsible for transmission errors, or corruption of data.

HHB Speech & Hearing Clinic is for personal use and the Services are for individuals to use to support their personal health decisions.