

TERMS & CONDITIONS OF USE

Woodlands Multispeciality Hospital Ltd ("We," "Us," "Our," or "WMHL")

1. Scope and Acceptance

These Terms & Conditions ("Terms") apply to your use of Woodlands Multispeciality Hospital Ltd's website (www.woodlandshospital.in), its subdomains including patientportal.woodlandshospital.in, and related mobile applications (collectively, "Digital Platforms" or "Services"). By using our Services, you accept these Terms, our Privacy Policy, and all applicable laws. If you do not agree, please discontinue use.

2. Eligibility

You must be at least 18 years of age to use our Services. By using our Digital Platforms, you confirm that you have the legal capacity to enter into a binding agreement.

3. User Account & Responsibilities

Certain features require account registration. You must provide accurate information and maintain the confidentiality of your account credentials. You are responsible for all activity under your account. Update your contact details to receive essential communications.

4. Data Privacy

We process personal and sensitive information in accordance with Indian law, including the Information Technology Act, 2000. Our Privacy Policy details the type of data collected, its use, disclosure practices, and your rights.

5. Services Overview

WMHL provides access to healthcare services, appointment booking, health records, and related information via our Digital Platforms. Service availability is subject to change without notice. **Medical advice is not provided online;** consult qualified professionals in person.

6. User Obligations

Users must not engage in unlawful, abusive, or disruptive conduct. You are prohibited from transmitting harmful software, impersonating others, or violating intellectual property rights. WMHL reserves the right to suspend or terminate access for violations.

7. Appointments & Cancellations

Appointments are scheduled subject to provider availability. **Cancellations initiated by users before the scheduled time will receive refunds of consultation fees (excluding convenience fees).** **Post-appointment cancellations are non-refundable. If WMHL cancels due to provider unavailability, full refunds apply.**

8. Payments

Payments are processed through third-party gateways. WMHL is not responsible for payment failures or delays. Transactions are governed by the respective payment provider's terms.

9. Health Records

Users may access personal health records via our Digital Platforms. WMHL is not liable for inaccuracies in user-provided data. Health reminders are supplementary and not a substitute for medical care.

10. Intellectual Property

All website and application content, including text, graphics, logos, and software, are owned by WMHL or licensed third parties. Unauthorized reproduction or distribution is prohibited.

11. Limitations of Liability

WMHL provides Services on an 'as is' basis without warranties. We are not liable for damages arising from Service use, including delays, interruptions, or data inaccuracies.

12. Termination

We may suspend or terminate your access for breaches of these Terms, suspected fraud, or illegal activities. Termination does not affect accrued rights or obligations.

13. Indemnification

You agree to indemnify WMHL, its employees, and partners from claims, liabilities, or expenses arising from your Service use or breach of these Terms.

14. Jurisdiction & Governing Law

These Terms are governed by the laws of India. Any disputes shall be subject to the exclusive jurisdiction of the courts in Kolkata, India.

15. Grievance Redressal

For concerns regarding the Services, contact our Grievance Officer at:

Grievance Officer
Woodlands Multispeciality Hospital Ltd.
8/5, Alipore Road, Kolkata – 700027.
Email: enquiry@woodlandshospital.in

16. Amendments

WMHL reserves the right to update these Terms. Continued use after changes constitutes acceptance of the revised Terms.

17. Severability

If any part of these Terms is held invalid, the remaining provisions remain enforceable.

18. Waiver

Failure to enforce any provision does not constitute a waiver of rights by WMHL.