

## CANCELLATION AND RESCHEDULE POLICY

### About Payments

All services offered by IAMH are offered on a fixed/flat fee basis and are not subject to any deductions or negotiations.

### Note on Refunds and Cancellations

1. Refunds shall not be offered to “no-shows”. Individuals who do not show up for their appointment at the pre-booked time will be considered a no-show.
  - Exceptions may be made in extreme circumstances, however, decisions made regarding this will be at the sole discretion of the management, will be final and binding.
  - Certain Products include a waiver or discount for no-show fees, check product description or Annex 1 for more information.
2. A session cannot be cancelled, however it can be rescheduled to a different time, as long as the request for reschedule is made up to 3 hours before the original booking time. An administrative fee (rescheduling charge) for the rescheduling may be applicable, based on the consultation type (More details in Annex 1). Requests for rescheduling **less than 3 hours** before scheduled session time will not be entertained, and client will be **treated as No Show** if they fail to make their appointment.
3. Refunds will be furnished in case the session is cancelled by IAMH, and if a reschedule is not possible. Customers requesting serial or repeated refunds may be blocked from making further purchases.
  - For claiming refund, the Customer should necessarily have the valid invoice of the investigations & ID documents of the customer who is seeking refund so as to be able to get the refund.

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- Refunds will usually be processed in 7 business days to the source account (whenever possible).

#### **Annex – 1 : Our Reschedule and No Show Pricing**

##### **PRIMA CONSULTATIONS:**

*Rescheduling charge: None for up to 1 hour before session, after which no-show charge applies.  
No Show charge: ₹410*

##### **ONLINE ONLY CONSULTATIONS:**

*Rescheduling charge: ₹150;  
No Show charge: ₹410*

##### **CLASSIC CONSULTATIONS:**

*Rescheduling charge: ₹100; No Show charge: ₹250*

##### **STANDARD CONSULTATIONS:**

*Rescheduling charge: ₹150; No Show charge: ₹410*

##### **IAMH GLOBAL FEES:**

For payments made in currencies other than Indian rupee, a flat charge of GBP 5 (or its equivalent) will be applicable.