

# Cancellation & Refund Policy

*(Applicable to Program A, B & C)*

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## Program A & Program B

- If you need to cancel after payment, please email written notice.
- The cancellation date is based on when we receive your notice.

Time of Cancellation	Refund	Notes
Within 24 hours after payment	80%	Administrative fee deducted
15 days or more before program start	70%	Partial planning cost incurred
7–14 days before program start	50%	Some bookings already confirmed
Within 7 days of program start	No refund	Supplier costs incurred

- In case of force majeure (illness, visa refusal, flight cancellation, epidemic restrictions, etc.), refunds follow the third party providers' policies, and we will strive to secure the maximum refundable amount.
- Service planning and custom design fees are non-refundable once work has begun.
- Refunds will be returned to the original payment account within 15 working days; bank fees are borne by the client.

## Program C

### Paid Consultation & Customized Coordination

- Program C includes professional review and coordination with hospitals and doctors in China.
- As consultation and planning begin immediately after payment, the consultation fee is non-refundable.
- If you purchase additional services (lodging, transport, activities), their individual refund policies apply.
- In case of force majeure, we can assist with partner refund applications, though the consultation fee remains non-refundable.

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#### General Notes

Refunds are issued only to the original payer and account.

- Any fees charged by banks or foreign exchange services are paid by the client.
- Cure in China reserves the right of final interpretation and implementation of this policy