

Prepayment Policy for Endoscopic Examinations

at Bodyclinic sp. z o.o. sp.k.

1. The Data Controller is Bodyclinic sp. z o.o. sp.k., a multidisciplinary medical clinic with its registered office in Warsaw (03-712), ul. Sierakowskiego 4, Unit U3, entered into the Register of Entrepreneurs of the National Court Register maintained by the District Court for the Capital City of Warsaw in Warsaw, 12th Commercial Division of the National Court Register, under KRS No. 0000803546, NIP (Tax ID): 5252800889, REGON: 384349587 (hereinafter referred to as "Bodyclinic").
2. Bodyclinic informs Patients that a prepayment is required to reserve an appointment for an endoscopic examination. The prepayment constitutes a reservation fee and is subject to the rules set out in these Regulations.

RULES FOR MAKING A PREPAYMENT

3. The prepayment amount is PLN 300.
4. If a Patient books an examination by telephone, the Patient will be informed of the requirement to make a prepayment.
5. After the conversation with the registration staff has ended, the Patient will receive a payment link via SMS or to the email address provided by the Patient.
6. **The Patient has 24 hours from receiving the payment link to complete the payment.**
7. The paid prepayment constitutes confirmation of the reservation for the selected appointment.
8. A prepayment made using the payment link is processed through the Tpay payment operator and is transferred directly to the corporate account of Bodyclinic sp. z o.o. sp.k. The Patient is not required to send proof of payment.
9. The prepayment may also be made by bank transfer to the following company account:

Bodyclinic sp. z o.o. sp.k.

30 1140 2062 0000 4863 4700 1001

In the payment reference, please enter the PATIENT'S FULL NAME + appointment date.

10. If the prepayment is made by bank transfer rather than through the Tpay payment operator, the **Patient is required, within 24 hours of booking the examination**, to send proof of payment to: kontakt@bodyclinic.pl
11. **If payment is not made in accordance with Sections 6 and 10 of these Regulations, the appointment will be automatically cancelled.**
12. The above rules also apply to appointments booked by the Patient in person at the Bodyclinic premises.

PAYMENT SETTLEMENT

13. A member of the registration staff will promptly issue a receipt/invoice for the amount of the prepayment, which will be available on the day of the examination.
14. The amount of the prepayment will be deducted from the total price of the examination.
15. After the examination has been completed, the Patient pays the remaining balance (in cash or by payment card). The Patient will receive two receipts/invoices:
 - the first document for the amount of the prepayment, - the second document for the remaining balance.

RULES REGARDING FORFEITURE AND TRANSFER OF THE PREPAYMENT

16. The prepayment will be forfeited if the Patient:

- fails to inform a Bodyclinic staff member of their absence (by telephone or SMS to +48 784 677 618) **at least 6 days before the scheduled examination date**. The forfeiture of the prepayment is justified by the inability to schedule an equivalent examination for another Patient due to the preparation time required, despite the availability of the Endoscopy and Anaesthesiology Teams.
- fails to attend the examination.

17. Bodyclinic sp. z o.o. sp.k. will transfer the amount of the paid prepayment to another examination appointment only if the Patient informs a Bodyclinic staff member of the need to change the examination date no later than 6 days before the scheduled examination, requesting that the prepayment be applied to the new appointment.

18. The Patient may submit a complaint regarding the reservation process or the settlement of services by email to: kontakt@bodyclinic.pl. Complaints will be reviewed within 14 days from the date the complaint is submitted by the Patient.

PERSONAL DATA PROTECTION

19. The Data Controller of Patients' personal data is Bodyclinic sp. z o.o. sp.k., a multidisciplinary medical clinic with its registered office in Warsaw (03-712), ul. Sierakowskiego 4, Unit U3.

20. Personal data are processed for the purpose of handling reservations, settling payments for medical services, and processing any complaints, in accordance with the provisions of the GDPR.

21. Detailed rules governing the processing of personal data are set out in the Privacy Policy available at www.bodyclinic.pl.

FINAL PROVISIONS

22. Matters not regulated by these Regulations shall be governed by the provisions of the Polish Civil Code and other generally applicable provisions of Polish law.