

## Guidelines for provision and usage of Rehabilitation services

Thank you for selecting HILA Medical Diagnostic and Treatment Center and using our Rehabilitation and Sports Medicine services. Prior to your upcoming appointment, we would like to provide you with important and helpful guidelines for using our Rehabilitation services:

- I am aware that I must use the Services that I have purchased and paid for in advance, as well as subscriptions to the Services, within 6 months from the date of payment for the Services/subscription to the Services, after which time the Services will cease to be available to me, except for the following exceptions: (a) the Services have not been made available due to the unavailability of the HILA specialist who provides the Services purchased and HILA has not offered me another HILA specialist who can provide the Services during the specified period; (b) the Services have not been made available due to an illness of mine that is preventing me from receiving the Services; in which case the period of use for the pre-paid Services/Service subscription shall be extended for a new period of 1 month;
- I am informed and agree that if I have paid in advance for the Services, but do not cancel or use them within 6 months from the date of payment/acquisition of the subscription, I will not be refunded for the Services I have paid for but have not used, unless the Services are terminated by a decision of the attending physician;
- I am aware that the Services that I have booked and have been assigned to me (the possibility to use them), even if I have paid for them in advance/ have purchased a subscription to the Services, cannot be transferred to other persons, nor can the specific Services assigned to me by a HILA specialist be replaced by other Services;
- I am informed that I may change the time allocated to me for the provision of the Services up to 12 hours before the start of the Services, failing which the time allocated to me for the provision of the Services will not be changed and the payment for the Services will not be refunded.