



Customer refund policy

Updated January 16th 2017

All paid patient bedside services are non-refundable and non-transferable to another patient.

Exceptions are made for four reasons:

- 1. Technical/Service Issues***
- 2. Immediate Discharge/Cancelation***
- 3. Patient Death***
- 4. Other Exceptions (For Select Hospitals Only)***

1. Technical/Service Issues:

Hospitality Network Canada (2011) Inc. , HNCI, does offer a refund or free day(s) if a customer has paid for patient bedside services but has been unable to enjoy the services due to a technical/service issue.

Patient or renting customers should always identify to HNCI when they have a problem with the purchased service, and should ask AND note the trouble ticket number with the call centre agent.

Refunds are only available on the current (active) transaction. No refund will be given on any previous transactions.

- If the renting patient is still in the hospital when the issue is resolved, Hospitality Network will compensate the patient with as many hours/days of service as they originally purchased, but could not enjoy.
 - o When requesting the refund, the patient or credit card owner should provide the trouble ticket number
- If the renting patient is discharged from the hospital prior to the issue being resolved, or before they could enjoy all free days provided in lieu of a refund, HNCI will provide an appropriate refund for unused days.
 - o When requesting the refund, the patient or credit card owner should provide the trouble ticket number
- PLEASE NOTE:
 1. Request for refund due to Technical/Service Issue must be made before patient discharge to be considered valid.
 2. TV interruption must be at least 3 hours for any refund or free time to be provided to the customer.
 3. Renting patient must advise HNCI of their transfer to another location in a timely manner.

2. Immediate Discharge/Cancelation:

A customer will receive a refund for remaining time (less the first day of their rental) if they cancel their services or inform Hospitality Network of the patient's discharge within **Three (3) Hours** of order placement. After the **Three (3) Hour** time period has passed, all rented services are non-refundable under this exception.

3. Patient Death:

In the event of the patient's death a customer will receive a full refund of the all remaining time.

4. Other Exceptions (For Select Hospitals Only):

Some hospitals have exceptions clauses as part of their agreement with HNCI. If you have purchased services for hospital in the list below, please contact the HNCI call centre for full details.

ALBERTA HOSPITALS EXCEPTION

Royal Alexandra

Robbins Pavilion

Glenrose

Leduc

St Albert- Sturgeon

MAHI - Alberta Heart Institute

University of Alberta

BRITISH COLUMBIA HOSPITALS EXCEPTION

Vancouver General

QUEBEC HOSPITALS EXCEPTION:

Granby

Rivière-du-Loup

Magog

Shawinigan

Alma

Chicoutimi

Pierre Le Gardeur

Joliette

St. Jerome

St. Eustache