

# Terms & Conditions

**Effective Date:** [Insert Effective Date]

Welcome to the website of **Sri Gokulam Hospitals** ("Hospital", "We", "Us", or "Our"). By accessing, browsing, or using this website and any services offered through it, you agree to comply with and be bound by these Terms & Conditions ("Terms"). If you do not agree with these Terms, please refrain from using this website.

## 1. Acceptance of Terms

By using this website, you confirm that:

- You are at least 18 years of age or are using the website under the supervision of a parent or legal guardian.
- You have read, understood, and agreed to these Terms and our Privacy Policy.
- You will use this website only for lawful purposes.

## 2. Purpose of the Website

The website is intended to provide information regarding:

- Sri Gokulam Hospitals and its healthcare services;
- Medical specialties and facilities;
- Doctors and healthcare professionals;
- Appointment booking and enquiry services;
- Health education and awareness content;
- Contact information and hospital updates.

The information provided on this website is for general informational purposes only and should not be considered medical advice.

## 3. Medical Disclaimer

- The content available on this website does not constitute medical advice, diagnosis, or treatment.
- Users should not disregard professional medical advice based on information obtained from this website.
- In case of a medical emergency, please immediately contact emergency services or visit the nearest Sri Gokulam Hospitals facility.
- Any communication through website forms or email does not establish a doctor-patient relationship.

## **4. Appointment Requests**

Where online appointment facilities are provided:

- Submission of an appointment request does not guarantee confirmation.
- Appointments are subject to doctor availability and hospital scheduling.
- The Hospital reserves the right to reschedule, modify, or cancel appointments when necessary.
- Users are responsible for providing accurate information while booking appointments.

## **5. Online Payments**

If the website facilitates payments:

- Users agree to provide accurate payment details.
- Payments shall be processed through authorised third-party payment gateways.
- Sri Gokulam Hospitals shall not store complete debit or credit card details.
- Refunds, if applicable, shall be governed by the Hospital's refund policies.
- Transaction disputes relating to banking systems should be addressed with the relevant payment service provider.

## **6. User Obligations**

Users agree not to:

- Provide false, misleading, or inaccurate information;
- Attempt unauthorised access to the website, servers, or databases;
- Introduce viruses, malware, or harmful code;
- Use the website for unlawful, fraudulent, defamatory, or abusive activities;
- Interfere with the operation or security of the website;
- Copy, reproduce, or exploit website content without authorisation.

## **7. Intellectual Property Rights**

- All content available on this website, including text, graphics, logos, icons, images, software, videos, and designs, is the property of Sri Gokulam Hospitals or its licensors.
- Such content is protected under applicable intellectual property laws.
- Users may access website content for personal and non-commercial purposes only.
- No material from this website may be reproduced, distributed, modified, published, or transmitted without prior written permission.

## **8. Privacy and Data Protection**

Your use of this website is subject to our Privacy Policy.

By using this website, you acknowledge that personal information submitted through the website may be collected and processed in accordance with applicable laws, including:

- The Digital Personal Data Protection Act, 2023;
- The Information Technology Act, 2000; and
- Applicable rules governing sensitive personal information.

## **9. Third-Party Links**

- This website may contain links to external websites operated by third parties.
- Such links are provided solely for user convenience.
- Sri Gokulam Hospitals does not endorse, control, or assume responsibility for the content, security, or privacy practices of third-party websites.
- Users access such websites at their own risk.

## **10. Limitation of Liability**

To the maximum extent permitted by law:

- Sri Gokulam Hospitals shall not be liable for any direct, indirect, incidental, consequential, or special damages arising from the use of or inability to use this website.
- The Hospital does not warrant that the website will operate uninterrupted, error-free, secure, or free from harmful components.
- Reliance on information available on this website is solely at the user's discretion and risk.

## **11. Indemnity**

You agree to indemnify and hold harmless Sri Gokulam Hospitals, its directors, trustees, employees, doctors, consultants, representatives, and affiliates from any claims, liabilities, losses, damages, costs, or expenses arising from:

- Your violation of these Terms;
- Your misuse of the website;
- Your infringement of any rights of another person or entity.

## **12. Suspension and Termination**

Sri Gokulam Hospitals reserves the right to suspend, restrict, or terminate access to the website, without prior notice, if users violate these Terms or engage in activities that may harm the Hospital or other users.

## **13. Changes to the Terms**

Sri Gokulam Hospitals may revise these Terms & Conditions from time to time.

Updated Terms shall become effective upon publication on the website. Continued use of the website after such updates constitutes acceptance of the revised Terms.

## **14. Governing Law and Jurisdiction**

These Terms & Conditions shall be governed by and construed in accordance with the laws of India.

Any disputes arising out of or relating to these Terms shall be subject to the exclusive jurisdiction of the competent courts located in **Salem, Tamil Nadu, India**, unless otherwise required by applicable law.

## **15. Contact Information**

For any questions regarding these Terms & Conditions, please contact:

### **Sri Gokulam Hospitals**

Address: [Insert Official Hospital Address]

Email: [Insert Official Email Address]

Phone: [Insert Official Contact Number]

Website: [Insert Official Website URL]