



Terms & Conditions for Landing Page of COVID-19 Saliva Pre-Departure Test

1. PREAMBLE

You agree that by using the COVID-19 Saliva Pre-Departure Test (“Test”) provided by MyDoc Pte. Ltd., you agree to and accept these Terms and Conditions of Use. These Conditions of Use will prevail over any other terms and conditions provided to you in relation to the Test.

2. CUSTOMER RESPONSIBILITY

2.1 We offer this Test as a possible way of satisfying the differing requirements of various countries for negative Covid-19 test results prior to travelling to their territories. However, please note you are solely responsible for determining that the Test is suitable for your particular requirements, including whether it satisfies the standards you are seeking to meet for entry into any particular international destination.

2.2 It is solely your responsibility to book your Test at an adequate time to ensure that you get your results on time so as to not impact your travel plans. As a general guide, you should present yourself for your Test between 38 and 72 hours before their flight to ensure a valid test certificate.

3. RESULTS

3.1 We guarantee that we will provide results within 24 hours.

3.2 Please note that we use an external laboratory for all Tests and have no control over their processing times once we have couriered your sample. Laboratories may need to sometimes repeat tests or prioritise other samples which could impact upon the time you receive your Test.

3.3 MyDoc is unable to accept liability or provide any compensation for costs you may incur due to delayed results.

4. BOOKING PROCESS

4.1 In order to book a test you must register and book on-line at www.my-doc.com. The service is subject to laboratory capacity, specially trained staff and stock availability.

4.2 You are required to register your details, complete any required documentation and pay prior to attending. No changes can be made within clinics and testing centres.

4.3 If booking a test, you confirm that:

- * You have NOT had a positive test for Covid-19 or developed any of the symptoms of Covid-19 within 14 days prior to your appointment.

- * Your household members or other people you have been in contact with have NOT had a positive Covid-19 test or developed the symptoms above in the 14 days prior to your appointment.

* You have NOT been served with a Stay Home Notice (SHN), Isolation Order (IO) or are under the Home Recovery Programme.

5. DURING YOUR TEST

5.1 While undergoing testing you agree to abide by the rules and policies implemented by the staff.

5.2 We reserve the right to withdraw our services if:

- * You do not conduct yourself in a responsible manner
- * You do not abide by the rules and policies of the clinic
- * You fail to comply with the reasonable instructions of testing staff

6. SUMMARY OF RESULTS

6.1 Testing is a biological process involving significant complexity and variability, and consequently no testing regime for Covid-19 is 100% accurate in all cases.

6.2 A negative result does not guarantee that the test subject is free of the Covid-19 virus, nor does a positive result guarantee that the test subject has active, infectious Covid-19.

6.3 Test results and any comments alongside results are for information only. They are not a clinical diagnosis. They are not a replacement for a full and proper medical investigation and/or a doctor's advice. Comments are based solely on the results in relation to what are considered normal ranges in the general population.

6.4 If you have any concerns at all regarding any aspect of your health or your Test results, you should discuss them directly with your GP or a doctor.

7. CANCELLATION

Cancellation requests must be submitted to support@my-doc.com at least 48 hours before your Test appointment.

8. OUR LIABILITY

8.1 To the extent permitted by law, we, other members of our group of companies and all third parties connected to us hereby expressly exclude:

8.2 All conditions, warranties and other terms which might otherwise be implied by statute, common law or the law of equity.

8.3 Any liability for any direct, indirect or consequential (meaning circumstances which were not within our reasonable knowledge when you booked the Test) loss or damage incurred in any circumstances including but not limited to: any issues experienced in relation to booking a Test, non-availability of the testing services for any reason including but not limited to technology issues, the laboratory being unable to test your sample for any reason; Test results not being made available to you within the stated turnaround time; you missing your flight or incurring any other loss as a result of any delay to our services, adverse or an inconclusive Test result being returned, your failure to follow instructions provided to you in relation to sample collection or pre-sample preparation requirements, such as fasting; your failure to act upon our advice if we recommend that you seek medical advice or attention having taken a Test; your failure to attend a pre-booked appointment.; loss or damage that is not foreseeable.

8.4 Liability for events outside our control. This includes but is not limited to failure to perform, or delay in performance of, any of our obligations under a Contract that is caused by any act or event beyond our reasonable control. Our obligations under a Contract will be suspended and the time for performance of our obligations will be extended for the duration of the event outside our control. You may cancel a Contract affected by an event outside our control which has continued for more than 30 days. To cancel, please contact us at support@my-doc.com.

8.5 Our total liability to you resulting from a Contract is limited to the total value of that Contract - meaning the price of the services you requested.

9. RIGHT TO VARY THESE TERMS

We may amend the Terms from time to time as required.

10. OTHER IMPORTANT TERMS

10.1 Each of the paragraphs of the Terms operates separately. If any court or relevant authority decides that any of them are unlawful or unenforceable, the remaining paragraphs will remain in full force and effect.

10.2 You accept that communication with us will mainly be electronic. You agree to this electronic means of communication and you acknowledge that all, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

10.3 If we fail to insist that you perform any of your obligations under the Terms, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.

11. CUSTOMER SERVICE

If you are dissatisfied with our service please email us at support@my-doc.com to make us aware of your complaint and we will aim to resolve your complaint in a timely manner.

13. GOVERNING LAW

Please note that the Terms are governed by Singapore law. This means a Contract for the purchase of services through our site and any dispute or claim arising out of or in connection with it will be governed by Singapore law. You and we both agree to that the courts of Singapore will have exclusive jurisdiction.