



American Express® Terms and Conditions

- This offer is open to American Express Platinum Cardmembers whose accounts are valid and in good standing. An American Express Platinum Cardmember ("Cardmember") for the purpose of this offer means a person holding an American Express Platinum Card issued by American Express® Banking Corp. in India.
- This offer is not valid for American Express Corporate Cards issued by American Express Banking Corp. in India.
- The offer in this program will be fulfilled at the merchants' end only. This offer is being made purely on a "best effort" basis. Cardmembers are not bound in any manner to participate in this offer and any such participation is purely voluntary.
- To receive this offer, purchase should be charged in full to the American Express Card. No cash alternative is available.
- American Express Banking Corp. is neither responsible for availability of services nor guarantees the quality of the goods/services and is not liable for any defect or deficiency of goods or services so obtained/availed of by the Cardmembers under this offer. Any disputes with regard to the quality of goods/services availed shall be taken up with the merchant/service establishment directly. American Express shall have no liability whatsoever with regard to the same.
- American Express shall not be liable whatsoever for any loss/damage/claims that may arise out of use or non-use of any goods or services availed by Cardmember under this offer. American Express reserves its absolute right to withdraw and/or alter any of the terms and conditions of the offer at any time without prior notice.
- Nothing expressed or implied in the program shall in any way waive or amend any of the terms and conditions of the existing Cardmember agreement with the Card issuer.
- Any disputes arising out of and in connection with this program shall be subject to the exclusive jurisdiction of the courts in Delhi only.
- This offer is subject to partner Terms and Conditions.

Medanta Healthcare
Terms and Conditions

Offer details:

- 15% discount is applicable to American Express Platinum Cardmembers on Medanta Executive Health Checkup Packages.
- **This offer is valid from 22nd November 2023 – 30st November 2024 (Both Days Included)**
- The specialized rates are not applicable on online payments made on Medanta Healthcare's app & website.
- The specialized rates are applicable only on payment made at payment counter at Medanta-The Medicity Hospital Sector 38, Gurugram, Haryana 122001.
- Executive Health Packages services are available at Medanta Hospital Sec-38, Gurugram.
- Prebooking for Executive Health Packages is compulsory.
- Package inclusions and cost is captured in [Annexure B](#). Inclusions and cost are subject to change basis yearly rate revision.
- The offer can be availed multiple times during the offer period.
- The offer is also applicable on supplementary cards.
- Cardholders/Dependents must furnish copy of Valid government identification card along with relation proofs for the dependents for GHIL's records and carry at all time during availing the Services. GHIL shall have the right to verify the authenticity of the documents presented by the Beneficiaries. GHIL shall reserve the right to refuse the Discount to any Cardholders/Dependents in case requisite documents are not furnished or their authenticity and/or validity is questionable.
- Discount would be applicable on the total bill value (**exclusive of taxes**)
- All disputes relating to billing offer, services etc. shall be resolved at the hospital level only.
- Cardmembers and/or their immediate family members are required to keep and present the receipt in case of any non-fulfilment related concerns.
- These specialized rates cannot be clubbed with any other offer or discount running at the hospital.
- **Blackout dates are: National Holidays and Sundays**
- Queries related to the offer will be entertained only till 15 days from the transaction date. Cardmembers will have to write to Mr. Deepak Gera at Deepak.Gera@Medanta.org/Mr. Nitish Choudhary at Nitish.choudhary@medanta.org. Please expect a response within 24-48 hours.
- Specialized rates would be applicable only for American Express Platinum Cardmembers & their immediate family members. Immediate family members consist of **spouse, children, and parents** and Valid Relation Proof required at the time of transaction.
- The offer would be extended subject to the availability of the doctor/service at the hospital as per the hospital's policy
- Standard Medanta Tariff would be applicable on all services as per hospital's policy (Subject to Revision).
- Medanta Healthcare and American Express may discontinue the offer without prior notice.

Steps to Avail the offer:

1. Cardmembers will have to write to Mr. Deepak Gera Deepak.Gera@Medanta.org; appointments@medanta.org .
Email Should Include: -
A) Appointment date and time
B) Patient name
C) Contact number
D) Health Package Name
2. Medanta team will share appointment confirmation on email.
3. Cardmember will visit the hospital to get the test conducted and pay at payment counter of hospital with eligible American Express Card.

SPOC Details for Appointment (8AM to 8PM on all days):

- **For Medanta Sec -38, Email id:** appointments@medanta.org / Phone: 0124 -4141414/ Deepak.Gera@Medanta.org/ 9873427292/ Nitish.choudhary@medanta.org

Escalation matrix

- **For Escalation Email ID:** paras.duggal@medanta.org/ Puneet.srivastava@medanta.org/
Query should be raised within 5 days from the test date, and response will be provided within 15 days from the query raised date
- Medanta's customer experience is designed with the aim of making their valuable patients feel comfortable, relaxed, and well-cared for. As an American Express card holder, Cardmember will have access to the following services:
 1. Priority Appointment Slots: Appointment will receive top priority, which means that Cardmembers will be able to schedule their appointment at a time that is most convenient for them.
 2. Personalized Care: Cardmembers will be assigned a dedicated healthcare attendant who will be responsible for their well-being during their visit to hospital.
 3. Wellness Lounge Access: As a VIP customer, Cardmembers will have access to Medanta's Wellness lounge, where they can relax and enjoy refreshments while waiting for their next appointment.
 4. Dedicated Medical Team: Medanta's medical team will conduct extensive tests and procedures to ensure that Cardmembers receive a comprehensive health check-up.
 5. Post-Checkup Follow up: Medanta's dedicated team will also follow up with Cardmembers post-check-up to ensure that the treatment prescribed is being followed and if any medical assistance is required in future.