Heal&There Terms and Conditions

Oct 25, 2026 · @Tere

These Terms and Conditions (the "Terms") are issued under Section 1751 et seq. of Act No. 89/2012 Coll., the Civil Code (the "Civil Code"), by **Curelia Health s.r.o.**, ID No. 298 72 804, registered office Studentská 697/4, Dejvice, 160 00 Prague 6, Czech Republic, registered in the Commercial Register kept by the Municipal Court in Prague, File No. C 453698, e-mail info@curelia.health, tel. +420 775 165 776 which operates the Heal&There brand and platform ("Heal&There", "we", "us").

By creating an Account or placing an Order you agree to these Terms. If you do not agree, please do not use our services.

The short version

- **We are not a healthcare provider.** We do not give medical advice and we do not decide on your Treatment.
- **Your Treatment is provided by an independent Clinic,** in its own name and on its own professional responsibility, under a separate contract between you and the Clinic.
- **We are not a travel agency.** Travel requests (accommodation, transport) are handled by our partner travel agency under its own terms (Part 3).
- **We use AI, and we always tell you when.** The AI plan is indicative, a person reviews every request, and only a Quotation confirmed by the Clinic is binding.
- **Your health data is shared only with your explicit consent,** and only with the Clinic named to you.
- **You can withdraw within 14 days** using the "Withdraw from contract here" button in your Account, until your booking is confirmed (Part 7).
- **Cancellation terms are set by each Clinic.** You see them and accept them before your booking is confirmed (Part 8).

Definitions

Term	Meaning
Account	Your user account on the Platform.

Term	Meaning
Clinic	A licensed healthcare provider with which we have a cooperation agreement. The Clinic for your Treatment is always named in the Quotation and the Order.
Clinic Terms	The Clinic's own terms, informed consent documents, and pre- and post-treatment instructions.
Consumer	A natural person acting outside their business or profession.
Enquiry	Your non-binding request for a Treatment, including a request sent through the AI plan.
Facilitation Services	Our services described in Clause 2.1. They never include the Treatment itself.
Medical Information	Any data concerning your health within the meaning of Article 9 GDPR.
Order	An individual contract between you and us for a specific Treatment, concluded under Part 5.
Platform	Our website and app at https://curelia.health, including your Account.
Price	The total amount you pay under an Order, including all taxes and our fee.
Quotation	Our binding offer for a specific Treatment, based on information from the Clinic.
Treatment	Any health service (examination, diagnostics, procedure, consultation, follow-up) provided to you by the Clinic.

1. Our role

1.1. **Framework.** These Terms set the general rules. They do not oblige you to order anything and do not oblige us to arrange any particular Treatment. Each Treatment is agreed in a separate Order. If an Order and these Terms conflict, the Order prevails.

1.2. **We are an intermediary.** We act as an intermediary under Section 2445 et seq. of the Civil Code and as the organisational, administrative and technological contact point between you and the Clinic. We owe you professional care in arranging the opportunity to contract with a Clinic, not the Treatment itself.

1.3. **We are not a healthcare provider.** We do not examine, diagnose, choose treatment methods, devices or medicines, issue prescriptions or give medical advice. Information on the Platform is general and does not replace a consultation with a healthcare professional.

1.4. **The Clinic provides the Treatment.** The Clinic provides the Treatment in its own name, on its own account and on its own professional responsibility, under a separate contract with you governed by the Clinic Terms. We are not a party to that contract.

1.5. **Who is responsible for what (Section 1820 Civil Code).** (a) The Clinic is a trader, so consumer protection rules also apply to your relationship with it. (b) We are responsible only for the proper provision of the Facilitation Services. (c) The Clinic is responsible for the Treatment, including its indication, performance, quality and aftercare, and for any claim arising from harm to life or health.

1.6. **Order of Clinics shown.** Where we show more than one Clinic or option, the order depends on medical suitability for your request, availability in your dates, language capabilities and location.

1.7. **Eligibility.** You must be at least 18 and have full legal capacity. An Order for a minor or a person with limited legal capacity may be placed only by their legal representative, who is bound by these Terms.

1.8. **Business clients.** If you are not a Consumer, Part 7 and Clauses 16.2 to 16.3 do not apply to you.

1.9. **Language.** The Platform, Quotations, Orders and our communication are in English. If another language version exists, the English version prevails unless mandatory law provides otherwise.

2. What we do and what we do not do

2.1. **Facilitation Services.** To the extent stated in the Order, we:

1. process your Enquiry;
2. identify suitable Clinics and present them to you;
3. pass your information to the Clinic (with your consent, see Part 14) and obtain a Quotation;
4. book and confirm the date of your Treatment with the Clinic;
5. collect the Price from you and settle it with the Clinic;

6. act as your single point of contact before, during and after the Treatment, including support in English;
7. forward any complaint about the Treatment to the Clinic.

2.2. **When our service is complete.** Points 1 to 5 of Clause 2.1 are fully provided when we confirm your booking under Clause 5.6. Points 6 and 7 continue afterwards free of charge as a courtesy.

2.3. **Never included.** The Facilitation Services never include health services (including emergency care), medical advice, triage or second opinions, travel services (Part 3), nursing or home care, or dealings with your health insurer beyond giving you documents we hold.

2.4. **No guarantee of outcome.** We do not guarantee any result of the Treatment, the absence of complications, or the availability of any Clinic or date.

2.5. **The Clinic decides suitability.** Whether the Treatment is suitable for you is decided only by the Clinic. The Clinic may refuse or change the Treatment for medical reasons at any time, including on the day itself.

2.6. **Insurance reimbursement.** Whether your health insurer reimburses the Treatment, and whether prior authorisation is needed (for example under Directive 2011/24/EU), is between you and your insurer. On request we give you the documents we hold, but we do not arrange reimbursement.

3. Travel services

3.1. **We are not a travel agency.** We do not sell, book or take payment for accommodation, flights, transfers or other travel services, and the Price never includes them. We are not a travel agency under Act No. 159/1999 Coll. and we do not sell packages or linked travel arrangements under Section 2521 et seq. of the Civil Code or Directive (EU) 2015/2302.

3.2. **Our partner travel agency.** If you ask for help with accommodation or transport, we pass your request to our partner travel agency Praginfo.cz, operated by Praginfo s.r.o., ID No. 284 13 199, Všechromy 26, 251 63 Strančice, Czech Republic (the "Travel Partner"). The Travel Partner provides travel services in its own name, on its own responsibility and under its own terms, under a separate contract between you and the Travel Partner. Payments, complaints and claims about travel services are handled by the Travel Partner.

3.3. **What we share.** To pass on your travel request we share only your name, contact details and travel dates with the Travel Partner, never your Medical Information. We receive no fee or commission from the Travel Partner.

3.5. **Insurance.** We strongly recommend travel insurance that covers cancellation, extended stay, repatriation and complications of a planned medical procedure abroad.

4. The Platform, the AI plan and your Account

4.1. **Account and sign-in.** You create an Account with your e-mail address. We do not use passwords: each time you sign in, we send a one-time link to your registered e-mail address and you confirm your identity by clicking it. You must give true and up-to-date information, keep your e-mail account secure, never forward sign-in links, and tell us without delay about any misuse. You are responsible for activity in your Account carried out through your e-mail address.

4.2. **How we use artificial intelligence.** We use AI systems (a) to build a draft plan from your request and our database of Clinics, treatments, prices and scheduling rules (the "AI plan"), and (b) in the Health Wallet (Part 11), to translate your health records, explain them in plain language and convert them into the format used in your home country. The Platform always tells you clearly when you are interacting with AI or receiving AI-generated content, in line with Article 50 of Regulation (EU) 2024/1689 (the AI Act).

4.3. **The AI plan is indicative.** It is an organisational draft, not medical advice and not an assessment of whether a Treatment suits you. Prices and dates in it are indicative; items marked "Price on request" have no price yet. It becomes binding only as a Quotation confirmed by the Clinic (Part 5). AI never decides whether you can have a Treatment; the Clinic's doctors do.

4.4. **Human oversight.** A member of our team reviews every request built with the AI plan before we contact a Clinic. We do not take decisions about you based solely on automated processing that have legal or similarly significant effects (Article 22 GDPR). You can always ask for a person to handle your request, and you can question or correct any AI output.

4.5. **Your data and AI.** AI features process your Medical Information only with your explicit consent (Part 14), in pseudonymised form wherever possible, and only through providers bound by data processing agreements that process data in the EU and do not use it to train their models.

4.6. **Fair use.** You will not disrupt the Platform, access it other than through our interface, try to access other users' Accounts, upload unlawful content, or use it against these Terms or the law.

4.7. **Right to use.** The Platform is a service we run on our own systems. You get a personal, non-exclusive, non-transferable and revocable right to use it for the Facilitation Services. The Platform, its software, databases and content remain our intellectual property. Content you upload stays yours; you allow us to use it only as needed to provide the Facilitation Services, in particular to send it to the Clinic.

4.8. **Availability.** We provide the Platform "as is" and do not guarantee uninterrupted operation. This does not affect your mandatory rights as a Consumer, including under Section 2389a et seq. of the Civil Code.

5. Enquiry, Quotation and Order

5.1. **Enquiry.** You can send an Enquiry through the Platform (including from the AI plan) or by e-mail. An Enquiry is non-binding for both of us.

5.2. **Information for the Clinic.** To prepare a Quotation, the Clinic may need your Medical Information and documents. We forward them to the Clinic unchanged and only with your consent (Part 14). We do not assess, interpret or add to them. If you do not give that consent, the Clinic may ask you for the information directly.

5.3. **Assessment by the Clinic.** The Clinic may ask for more information, documents, an examination or a consultation. If any of these is charged separately, we tell you the price in advance and arrange it as a separate Order.

5.4. **Quotation.** If the Clinic can provide the Treatment, we send you a Quotation by e-mail or to your Account. It states at least: (a) the Clinic's name, ID number and address and the place of Treatment; (b) a description of the Treatment and what the Price covers; (c) the Price, currency, payment schedule and any deposit; (d) the proposed date and expected length of stay; (e) the Clinic's own cancellation, rescheduling and refund terms for that Treatment (the "Cancellation Terms"); (f) a link to the Clinic Terms; and (g) how long the Quotation is valid.

5.5. **Conclusion of the Order.** The Order is concluded when you accept the Quotation within its validity by clicking the "Order with obligation to pay" button in your Account, or by e-mail from the address registered in your Account. An acceptance with changes counts as a new Enquiry. By accepting, you also accept the Cancellation Terms shown in the Quotation. We confirm the Order to you by e-mail, together with these Terms and the Cancellation Terms as a PDF.

5.6. **Booking confirmation.** Your Treatment date is reserved only when we confirm the booking to you in writing after the Clinic has confirmed it. Until then, any date is indicative.

5.7. **Changes.** Any change to a concluded Order (Treatment, scope, Clinic or date) needs the agreement of you, us and the Clinic and may change the Price.

5.8. **The Clinic Terms.** After the booking is confirmed, the Treatment is governed by the Clinic Terms and the informed consent you give directly to the Clinic. For the Treatment the Clinic Terms prevail; for the Facilitation Services these Terms prevail.

6. Price and payment

6.1. **One total Price.** The Order states one total Price, including all taxes and our fee. You pay nothing else to us unless the Order says so.

6.2. **One payment, through us.** You pay the whole Price to us, and we pay the Clinic for the Treatment under our agreement with it. Payment to us fully settles what you owe for the Treatment itemised in the Order: the Clinic may not ask you to pay for it again. If an Order ends early, refunds are made by us (Clause 6.9), also for any part already paid to the Clinic.

6.3. **Invoices for your insurer.** We issue you one invoice for the Price. On request we also obtain from the Clinic a medical receipt or report listing the health services provided, so you can claim reimbursement from your health insurer (Clause 2.6).

6.4. **Deposit.** We may require a deposit before confirming the booking. The amount and due date are in the Order.

6.5. **Method and currency.** You pay in the currency and by the method stated in the Order. Bank, card and currency conversion fees are yours. Payment is made when the money is credited to our account.

6.6. **Late payment.** If you do not pay on time, we may suspend our services after notifying you, and the booking may be cancelled under Part 8.

6.7. **What the Price does not cover.** The Price covers only what is itemised in the Order. Anything else (a different or wider procedure the Clinic finds necessary, treatment of complications, a longer stay, medicines, implants, follow-up visits, or anything you agree directly with the Clinic) costs extra. The Clinic should confirm the price of additional care to you in writing in advance, except in an emergency. Care you agree directly with the Clinic is paid directly to the Clinic and is not part of the Order.

6.8. **Invoices.** We send invoices and tax documents as PDF to the e-mail in your Account.

6.9. **Refunds.** We refund by the same payment method you used, without undue delay and no later than 14 days after the right to a refund arises.

7. Right of withdrawal (Consumers)

7.1. **14 days, no reason needed.** If you are a Consumer, you may withdraw from the framework contract under these Terms and from each Order within 14 days of its conclusion, without giving a reason (Section 1829 et seq. of the Civil Code). We give this right to all Consumers, including those living in Switzerland or the United Kingdom, even where their local law does not require it.

7.2. **How to withdraw.** Use the **"Withdraw from contract here"** button in your Account, e-mail info@curelia.health, or send the form in Annex 1. Any clear statement sent before the deadline is enough. We confirm receipt by e-mail without undue delay.

7.3. **Early start.** Treatment dates are limited, so when placing an Order you will be asked to (a) expressly request that we start immediately, before the 14 days expire, and (b) acknowledge that you lose the right of withdrawal once our services are fully provided.

7.4. **When the right ends.** Under Section 1837(a) of the Civil Code the right of withdrawal from an Order ends when our services are fully provided, which is when we confirm your booking (Clause 5.6). After that, Part 8 applies.

7.5. **Refund on withdrawal.** If you withdraw before the booking is confirmed, we refund the full amount you paid under that Order within 14 days.

7.6. **Your contract with the Clinic.** A contract for health care is excluded from the statutory right of withdrawal (Section 1840(b) Civil Code). Cancelling the Treatment is handled under Part 8. If you withdraw from an Order, we cancel the booking with the Clinic for you.

8. Cancellation, changes and refunds

8.1. **Each Clinic sets its own Cancellation Terms.** Cancellation, rescheduling and refund rules differ between Clinics. The Cancellation Terms for your Treatment are shown in the Quotation, and you accept them before your booking is confirmed (Clause 5.5).

8.2. **Cancelling.** You may cancel an Order at any time in your Account or by e-mail to info@curelia.health. The refund is calculated under the Cancellation Terms, which state the total amount refunded, including our fee. We charge nothing beyond what they state, and we tell you the exact amount without undue delay.

8.3. **Changing the date.** Whether, when and how often you can move the date is set out in the Cancellation Terms, subject to the Clinic's availability.

8.4. **Cancellation by the Clinic.** If the Clinic cancels or postpones the Treatment, we offer you another date or, where possible, another Clinic. If you do not accept, you get a 100% refund.

8.5. **Medical unsuitability and force majeure.** If the Clinic finds that the Treatment cannot be provided for medical reasons, or it cannot take place due to Force Majeure (Clause 13.6), we refund the Price less the price of any examination actually carried out and any amount the Clinic may keep under the Cancellation Terms. We send you the related documents.

8.6. **Your own travel costs.** We do not reimburse flights, accommodation or other arrangements you made yourself (see Clause 3.5 on insurance), except where Part 13 provides otherwise.

8.7. **Changes in your health.** If your health, medication or other relevant circumstances change after you place an Order, tell us and the Clinic without delay.

9. Your obligations

9.1. **Honest health information.** You give complete, true and up-to-date Medical Information, including medical history, allergies, medication, previous procedures and pregnancy. If it is incomplete or untrue, the Clinic may refuse or change the Treatment, extra costs may arise (Clause 6.7), and neither we nor the Clinic are liable for the consequences.

9.2. **Informed consent.** You give informed consent to the Treatment directly to the Clinic. We are not a party to it.

9.3. **Clinic instructions.** You follow the Clinic's pre- and post-treatment instructions, including any travel restrictions after the Treatment.

9.4. **Attendance.** You arrive at the Clinic on the confirmed date and time with the documents the Clinic asks for (ID, insurance, medical records).

9.5. **Follow-up at home.** Follow-up care and long-term monitoring in your home country are your responsibility unless the Order includes them.

10. Complaints

10.1. **About our services.** Send complaints about the Facilitation Services to info@curelia.health. We confirm receipt without undue delay and resolve them within 30 days. Your statutory rights for defective performance are not affected.

10.2. **About the Treatment.** Complaints and claims about the Treatment are made against the Clinic. If you send one to us, we forward it to the Clinic within 48 hours, require the Clinic to handle it directly, and help with communication. We do not decide the complaint and are not responsible for its outcome.

10.3. **Harm to health.** Claims for harm to life or health, or other harm connected with the Treatment, are made against the Clinic. Under its agreement with us, the Clinic must hold professional liability insurance. If a revision procedure, extra care or compensation is needed because of defective care, the Clinic bears the costs.

11. Health Wallet

11.1. **What it does.** The Health Wallet lets you store your health records in your Account. It (a) translates them into your language, (b) explains them in plain language, and (c) converts them into the format used in your home country's health system, so you can share them with your own doctor. The Health Wallet is currently a pilot: it is free, it may change or end, and additional terms may be shown to you before first use.

11.2. **What it does not do.** The Health Wallet does not diagnose, give medical advice, or recommend any treatment, medication, test or lifestyle change. It explains only what is already written in your document. It does not replace the original document, which always prevails, and it does not replace your doctor.

11.3. **Accuracy.** AI can make mistakes. Always compare the output with your original document, which prevails, and discuss your results with your own doctor. If you spot an error, tell us and we will correct it. If you have urgent symptoms, contact a doctor or emergency services, not us.

11.4. **Your records stay yours.** You can download or delete your records at any time. We process them only with your explicit consent (Clause 14.2) and never share them with a Clinic or anyone else without your separate consent.

11.5. **Decisions stay with you and your doctor.** We are responsible for providing the Health Wallet with professional care, within the limits of Part 13. Any decision about your health is made by you together with your doctor.

11.6. **AI labelling.** Every translation and explanation is clearly marked as AI-generated (Article 50 AI Act), together with a reminder that it is not medical advice.

11.7. **Keeping and deleting your records.** We keep your records and outputs until you delete them, withdraw your consent under Clause 14.2, or delete your Account. Deleting your Account deletes your records. After deletion, remaining copies in our backups are erased within 30 days.

11.8. **Export.** You can download your original documents and all outputs at any time, individually or together, in a common format such as PDF, including in a structured, machine-readable format (Article 20 GDPR).

11.9. **If the pilot ends.** If we end the Health Wallet or a pilot feature, we tell you by e-mail at least 60 days in advance so you can download your records. After that period your records are deleted.

11.10. **No training without your permission.** We do not use your records or outputs to train AI models unless you separately opt in. You can say no and still use the Health Wallet.

12. Duration and termination

12.1. The framework contract under these Terms is concluded for an indefinite period.

12.2. You may end it at any time, free of charge, by deleting your Account or by notice to us.

12.3. We may end it by e-mail with one month's notice, or immediately if you materially breach these Terms (in particular Clause 4.6).

12.4. Ending the framework contract does not affect an Order whose booking is already confirmed. That Order continues under the version of these Terms in force when it was concluded.

13. Liability and force majeure

13.1. **Facilitation Services only.** We are liable to you only for the proper provision of the Facilitation Services, that is the administrative, organisational and technological performance we owe under these Terms and the Order.

13.2. **Not for the Treatment.** We are not liable for providing or not providing the Treatment, the choice of procedure, any medical decision, diagnosis, method or device, any error, complication or unsatisfactory result, the Clinic's aftercare or its medical records. We are not a party to the contract under which the Treatment is provided.

13.3. **Not for third parties.** We are not liable for services outside the Facilitation Services, in particular accommodation, transport and insurance, including services of the Travel Partner (Part 3), or for third-party websites linked from the Platform.

13.4. **Limit.** We are not liable for lost profit, lost earnings, loss of data, damage to reputation or indirect or consequential harm. Our total liability for actual damage under or in connection with an Order is limited to the Price you actually paid under that Order.

13.5. **What we never limit.** Nothing in these Terms limits our liability for harm caused intentionally or by gross negligence, for harm to natural rights including life and health, or any liability that cannot be limited by law. Your mandatory rights as a Consumer are not affected.

13.6. **Force majeure.** Neither of us is in default if prevented from performing by an extraordinary, unforeseeable and insurmountable obstacle beyond their control, such as a natural disaster, fire, war, terrorist attack, epidemic, a measure of a public authority, a widespread power failure or a major failure of telecommunications or of third-party services needed to run the Platform. We will tell you about it without delay. This does not affect your right to a refund under Part 8.

14. Personal data

14.1. **We are a controller.** We process your personal data as a controller under the GDPR and, for users in Switzerland and the United Kingdom, under the Swiss Federal Act on Data Protection (FADP) and the UK GDPR to run your Account, arrange the Treatment, perform Orders and support you. We use only your contact details for marketing, only as the law permits, and never your Medical Information.

14.2. **Health data in your Account.** We process Medical Information you upload or enter only with your explicit consent under Article 9(2)(a) GDPR, and only to store it in your Account, prepare your requests, translate and explain it in the Health Wallet (including through AI, in pseudonymised form) and keep audit records of these steps. You give that consent before you first upload or enter Medical Information. You can create an Account and use the Platform without giving it.

14.3. **Sharing with the Clinic.** We give the Clinic named in your Quotation or Order the identification and contact data needed to arrange the Treatment (Article 6(1)(b) GDPR). We give it your Medical Information only if you separately and voluntarily consent to that for the named Clinic. You can place an Order without that consent; the Clinic may then ask you for the information directly.

14.4. **The Clinic is a separate controller.** When providing the Treatment and keeping medical records, the Clinic is an independent controller. We and the Clinic are not joint controllers. The Clinic keeps your medical records; we can see them only with your explicit consent and where the law allows.

14.5. **Withdrawing consent.** You can withdraw any consent at any time in your Account or by e-mail. This does not affect processing before withdrawal. Without consent to process Medical Information, we may be unable to arrange some Treatments.

14.6. **How we protect health data.** We collect only the Medical Information needed for your request. It is encrypted, stored and processed in the EU, and accessible only to staff bound by confidentiality who need it for your request. We never sell your data. Before sharing it with a Clinic we check that the Clinic is the one named in your consent. We have assessed the risks of this processing in a data protection impact assessment (Article 35 GDPR).

14.7. **Your rights.** You have the right to access, correct, delete, restrict and port your data, to object to processing, and to withdraw consent at any time. You can also complain to the Czech Office for Personal Data Protection (Úrad pro ochranu osobních údajů, uoou.gov.cz), the Swiss Federal Data Protection and Information Commissioner (FDPIC, edoeb.admin.ch), the UK Information Commissioner's Office (ICO, ico.org.uk), or the authority in your country.

14.8. **Privacy Policy.** Details, including recipients, the providers we use (also for AI features), retention periods, transfers and how to exercise your rights, are in our Privacy Policy at curelia.health.

15. Changes to these Terms

We may change these Terms, for example because of new laws or new Platform features. We notify you by e-mail and in your Account at least 30 days before a change takes effect. If you disagree, you may end the framework contract free of charge before then. Orders already concluded stay under the version in force when they were concluded.

16. Disputes and applicable law

16.1. **Talk to us first.** Please contact info@curelia.health; we will try to resolve any dispute amicably.

16.2. **Out-of-court resolution.** As a Consumer you may turn to the Czech Trade Inspection Authority (Česká obchodní inspekce), ADR Department, adr.coi.cz, adr@coi.cz. It is free and does not affect your right to go to court.

16.3. **European Consumer Centre.** If you live in another EU Member State, you may also contact the European Consumer Centre in your country (ECC-Net).

16.4. **Applicable law.** These Terms and each Order are governed by Czech law, excluding its conflict-of-law rules. If you are a Consumer, this does not take away the protection of the mandatory law of the country where you live:

- **EU:** you keep the protection of the mandatory rules of your country of residence (Article 6 of Regulation (EC) No 593/2008, Rome I).
- **Switzerland:** where Article 120 of the Swiss Federal Act on Private International Law (PILA) applies, your contract with us is governed by Swiss law, and these Terms apply as contractual terms to the extent Swiss law allows.
- **United Kingdom:** you keep the protection of the mandatory rules of the part of the UK where you live (Article 6 of Rome I as retained in UK law), including your statutory rights under the Consumer Rights Act 2015.

16.5. **Courts.** Disputes are decided by the competent Czech courts according to our registered office, except that if you are a Consumer:

- **EU:** we can sue you only in the EU country where you live, and you can sue us there or in the Czech Republic (Articles 17 to 19 of Regulation (EU) No 1215/2012).
- **Switzerland:** we can sue you only in Switzerland, and you can sue us there or in the Czech Republic (Articles 15 to 17 of the Lugano Convention).

- **United Kingdom:** we can sue you only in the part of the UK where you live, and you can sue us there or in the Czech Republic (section 15B of the Civil Jurisdiction and Judgments Act 1982).

17. Final provisions

17.1. **Electronic communication.** We communicate and deliver documents by e-mail or through your Account. An e-mail is delivered on the day it is sent to the address in your Account, unless a delivery error is reported. Keep your e-mail address up to date.

17.2. **Entire agreement.** These Terms, the Order and the documents they refer to form the entire agreement between us on their subject.

17.3. **Severability.** If a provision is invalid or unenforceable, the rest remains valid, and the provision is replaced by a valid one as close as possible in meaning.

17.4. **Assignment.** We may transfer these Terms in connection with the sale of our business if the buyer takes over all obligations and your position does not worsen; we will tell you in advance. You may not transfer them without our written consent.

17.5. **No waiver.** Not exercising a right does not mean giving it up.

17.6. **Annex.** Annex 1 (Model withdrawal form) is part of these Terms.

17.7. **Effective date.** These Terms take effect on [TO BE COMPLETED].

Annex 1 - Model withdrawal form

Complete and return this form only if you want to withdraw from the contract. You can also use the "Withdraw from contract here" button in your Account.

To: Curelia Health s.r.o., Studentská 697/4, Dejvice, 160 00 Prague 6, Czech Republic, info@curelia.health

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract for the following services: .....

- Order number / reference: .....
- Date the contract was concluded: .....
- Name of consumer(s): .....
- Address of consumer(s): .....
- Bank account for the refund: .....
- Signature of consumer(s) (only if sent on paper): .....
- Date: .....

(*) Delete as appropriate.