



### **Terms and Conditions (Effective 12<sup>th</sup> Feb 2021)**

- 1) Membership is valid for 1 year from the date of purchase of membership
- 2) Membership will be activated in 15 working days from the date of purchase
- 3) Each member will get Rs 4000 in their account, to be used for ambulance trips. Once the amount is exhausted, applicable discount will be applied for the trips
- 4) This membership scheme is activated from 12<sup>th</sup> Feb 2021. Anyone who has taken the membership prior to this date will be governed by the T&C applicable at that time
- 5) No refund of membership fees will be given
- 6) Membership allows you to use the DIAL4242 ambulance booking platform
- 7) Membership is valid subject to realization of payment
- 8) Membership is only valid for the details entered while registering and cannot be transferred to third person
- 9) Members are expected to book the ambulance trip for themselves by calling our 24x7 helpline at 1800 266 4242 or via our app
- 10) Wallet Amount is applied to only the ambulance charges and not on any extra equipment/ help requested
- 11) Members agree to provide feedback after completion of their ambulance trip
- 12) Any grievance from members will be addressed within 2 working days and resolved within 7 working days
- 13) DIAL4242 is an aggregation platform helping to book an ambulance. Due care is taken so that members have very good customer experience. DIAL4242 does not take liability of any unfortunate event happening before, during or after the ambulance trip.
- 14) The person who takes the membership is the only person eligible to use the service. Dial4242 may ask for an identity card (or equivalent) at the time of ambulance booking.
- 15) Ambulance prices are subjective due to Covid-19 and based on the actual user requirement and availability of the nearest ambulance.
- 16) In case anyone is found to be using the service for a non-member, the membership for the member may be terminated for violation of Dial4242 usage parameters
- 17) The membership T&C may change from time to time. Please refer to the Dial4242 website for latest T&C
- 18) Dial4242 has the authority to cancel the membership at any time
- 19) Trip cost can be seen in the Mobile app or can be checked with our call center. The same will be deducted from the wallet of INR. 4000
- 20) The membership cannot be used for Events, Having standalone ambulance at their location etc.
- 21) This offers is only valid for the following cities- Mumbai, Delhi/NCR, Pune, Hyderabad, Bangalore, Chennai
- 22) This membership has to be only used for critical medical transportation. And if Dial4242 find that it is being misused we can cancel the membership at any time.

**23)** For any communication members can call our toll-free number 1800 266 4242 or drop a mail on **[support@dial4242.com](mailto:support@dial4242.com)**