

Free Entitlement: HK\$50 Discount on Hong Kong Video Consultations Terms and Conditions

1. This free entitlement of HK\$50 Discount on Hong Kong Video Consultations (“**Free Entitlement**”) comes with a relevant DrGo One Wellness Plan (“**Plan**”), which will entitle the eligible benefit member to HK\$50 discount on each designated Hong Kong video consultation with designated general practitioner on DrGo App from the purchase date of the Plan.
2. To be an eligible benefit member entitled to use this Free Entitlement:
 - (a) the benefit member must be at least six (6) years of age (or such other age requirement as eSmartHealth Limited (operator of DrGo) (“**eSmartHealth**”) may designate from time to time) and comply with such other requirements as designated by eSmartHealth or the relevant service provider from time to time;
 - (b) the benefit member must have registered for the Plan using the relevant registration code within the relevant period;
 - (c) all fees payable under the Plan must have been duly paid; and
 - (d) both the paying member and the benefit member (if the paying member and the benefit member are not the same person) having complied with all the relevant terms and conditions.
3. If a benefit member is a minor, any registration of the Plan must be with the permission of the minor benefit member’s parent / legal guardian, who will also be the minor’s emergency contact and be the one to be agreeing to the relevant terms and conditions on behalf of the minor. Further, the minor benefit member is required to be physically accompanied by an adult during any video consultation.
4. Once an eligible benefit member has successfully registered for the Plan, the benefit member will a designated number of DrGo video consultation e-Voucher (“**e-Voucher**”) within seven (7) working days under “My Coupon” in the benefit member’s DrGo account on the DrGo app. If the Plan remains valid, the e-Voucher will be automatically replenished around the next working day after it is used Subject to Clause 2, the discount under the e-Voucher may only be used for designated Hong Kong video consultation with designated general practitioner on the DrGo App (not under any employee benefit programme, insurance or other regional health plan / programme in the DrGo App), whereby eligible benefit members may access to such video consultation under DrGo “See A Doctor” (*not* under “DrGo One Wellness - Local Consultation”) on the DrGo App.
5. Benefit member can use one e-Voucher to deduct the relevant consultation fee of each eligible video consultation when paying for the video consultation. The discount under the e-Voucher cannot be used to pay for other fees, including but not limited to booking fee for a video consultation, prescribed medicine fee or delivery fee.
6. Any unused Free Entitlement will lapse and be considered as forfeited upon expiry or renewal of the Plan. There will be no refund or compensation whatsoever for any unused Free Entitlement.
7. The use of video consultations under this Free Entitlement is subject to the “DrGo Terms and Conditions”, available on the DrGo App and DrGo website at www.drgo.com.hk.
8. This Free Entitlement cannot be used in conjunction with any other promotion, offer or employee benefit programme.

9. This Free Entitlement is non-transferrable and is only for benefit member's personal use and must not be sold or used for any form of commercial purpose, directly or indirectly.
10. The doctors and other medical professionals for video consultations under this Free Entitlement and the delivery service are operated / designated by third-party medical service partners and are only available during designated service hours. eSmartHealth does not in any way guarantee that a doctor, after a consultation, will prescribe medicine or issue any medical certificate (e.g. sick leave certificate and referral letter), and the doctor will do so based on the doctor's professional judgment. eSmartHealth makes no representation or guarantee to any aspect in connection with any such doctors or medical professionals or the delivery service (including but not limited to their quality) and shall not in any way be liable to any matters in relation thereto. No compensation shall be forthcoming by eSmartHealth under any circumstances.
11. eSmartHealth reserves the right to amend these Terms and Conditions at any time without notice. eSmartHealth reserves the right to amend the relevant terms and conditions governing the use of this Free Entitlement at any time without notice.
12. In the event of dispute in relation to this Free Entitlement, eSmartHealth's decisions shall be final.
13. In the event of discrepancy or inconsistency between the English and Chinese versions of these Terms and Conditions, the English version shall prevail.

免費權益：香港視像諮詢港幣 50 元折扣條款及細則

1. 此香港視像諮詢港幣 50 元折扣的免費權益（「免費權益」）隨相關的 DrGo One Wellness 方案（「方案」）提供，此方案讓合資格受惠會員在購買方案之日起，在 DrGo 應用程式上的每次與指定普通科醫生進行指定香港視像諮詢享有港幣 50 元折扣。
2. 要成為合資格使用此免費權益的受惠會員：
 - (a) 受惠會員必須年滿六（6）歲（或益體健有限公司（DrGo 的運營商）（「益體健」）可能不時指定的其他年齡要求）並遵守益體健或相關服務提供者不時指定的其他要求；
 - (b) 受惠會員必須在相關期間內已使用相關的登記碼登記方案；
 - (c) 必須已支付了方案下所有應付費用；及
 - (d) 付費會員和受惠會員（如付費會員和受惠會員不是同一人）均已遵守所有相關條款及細則。
3. 若受惠會員是 18 歲以下的未成年人士，登記方案必須經未成年受惠會員的父母 / 法定監護人同意，而其亦將為該未成年受惠會員的緊急聯絡人，以及代表該未成年受惠會員同意相關條款及細則的人。此外，未成年受惠會員在視像諮詢期間須由一名成年人親身陪同。
4. 一旦合資格受惠會員成功登記方案，受惠會員將於七（7）個工作天內在 DrGo 應用程式的「我的電子券」中收到指定數量的 DrGo 視像諮詢電子優惠券（「電子券」）。如果方案仍然有效，電子券會於使用後約下一個工作日自動補發。
5. 受限於第 2 條，電子券下的折扣僅可用於在 DrGo 應用程式上與指定普通科醫生進行指定香港視訊諮詢（不適用於 DrGo 應用程式中的任何員工福利計劃、指定保險計劃或其他地區保健計劃），即合資格受惠會員可通過 DrGo 應用程式中的「睇醫生」（而不是「DrGo One Wellness - 本地諮詢」）進行此類視像諮詢。
6. 受惠會員在支付視像諮詢費用時可以使用一張電子券扣除每次合資格視像諮詢的相關諮詢費。電子優惠券的折扣不能用於支付任何其他費用，包括但不限於視像諮詢服務的預約費用、處方藥費或運費。
7. 任何未使用的免費權益將於方案到期或續訂時失效並被視為被沒收。對於任何未使用的免費權利，將不會提供任何退款或補償。
8. 使用此免費權益下的視像諮詢受「DrGo 條款及細則」約束，可於 DrGo 應用程式及 DrGo 網站 www.drgo.com.hk 查閱。
9. 此免費權益不能與任何其他推廣、折扣優惠或員工福利計劃同時使用。
10. 此免費權益不可轉讓，亦只供受惠會員作自身個人用途，不能直接或間接轉售或作商業用途。
11. 此免費權益下的視像諮詢的醫生及其他醫療專業人員以及送遞服務均由 DrGo 的第三方醫療服務合作夥伴營運 / 指定，且僅在指定服務時間內提供。益體健不以任何方式保證醫生在諮詢後會處方藥物或發出任何醫療證明（例如病假證明和轉介信），醫生將根據其專業判斷來這樣做。益體健對與任何該等醫生或醫療專業人員或送遞服務相關的任何方面（包括但不限於其質量）作出任何陳述或保證，並且在任何情況下均不對相關事宜承擔任何責任。益體健在任何情況下均不會提供任何賠償。
12. 益體健保留隨時更改或取消此條款及細則的權利，恕不另行通知。益體健保留隨時修改使用免費權益的相關條款及細則的權利，恕不另行通知。

13. 如有任何與此免費權益相關的任何爭議，益體健的決定應為最終決定。
14. 如此等條款及細則的英文版本與中文版本之間存在任何差異或不一致，概以英文版本為準。