

DrGo One Wellness – Welcome Plan Terms and Conditions

By purchasing this Welcome Plan (this “**Plan**”) under the DrGo One Wellness (“**Programme**”), benefit member can enjoy four (4) designated Benefits, as well as three (3) free entitlements (this “**Promotion**”). Relevant terms and conditions apply.

1. This Plan is offered by us, eSmartHealth Limited, and is valid for purchase during such period as we may designate.
2. Benefit member’s entitlement of any Benefit (as defined below) and Free Entitlement (as defined below) under this Plan is subject to due payment of all fees payable under the Plan and 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. Subject to Clause 2, benefits under this Plan (each a “**Benefit**”):
 - (a) Hong Kong video consultations with designated general practitioner in Hong Kong, arranged by our designated third party provider on designated third party’s platform during designated service hours.
 - All services under this Benefit (including the third party platform) are provided / arranged by Heals Healthcare (Asia) Limited (“**Heals**”). The use of this Benefit is subject to the following:
 - (i) one such video consultation per day during the relevant validity period (such validity period will be on a monthly basis, from the date of purchase of the Plan);
 - (ii) only consultation fees with the general practitioner are included, whereby any other fees (e.g. fees for any prescribed medicine and delivery of medicine) are payable additionally; and
 - (iii) relevant terms and conditions (available at <https://heals-core-static.s3.ap-east-1.amazonaws.com/heals-pass/hkt/terms.pdf>).
 - Please click on the relevant button on DrGo App to go to the service provider’s portal for activation of this Benefit, which includes registering with the service provider.
 - (b) Overseas video consultations with designated general practitioner in designated overseas locations, arranged by our designated third party provider on designated third party platform in selected overseas locations during designated service hours.
 - All services under this Benefit are provided / arranged by Heals. The use of this Benefit is subject to the following:
 - (i) one such video consultation per day during the relevant validity period (such validity period will be on a monthly basis, from the date of purchase of the Plan);
 - (ii) only consultation fees with the general practitioner are included, whereby any other fees (e.g. fees for any prescribed medicine and delivery of medicine) are payable additionally; and
 - (iii) the “relevant terms and conditions (available at <https://heals-core-static.s3.ap-east-1.amazonaws.com/heals-pass/hkt-overseas/terms.pdf>) (“**Travel Health Pass T&C**”) and such other terms and conditions as Heals may designate.
 - Despite the provisions of the Travel Health Pass T&C or any terms and conditions in connection with the Programme or the Plan (including but not limited to any sales literature in respect of the offer of the Plan),
 - (i) the overseas video consultations under this Benefit are only available with Heals’ designated general practitioners at those overseas locations specified in the Plan; and
 - (ii) those specified overseas locations may be changed, suspended and/or terminated from time to time, without prior notice.

- Overseas video consultations at designated overseas location outside Hong Kong under this Benefit are only available to eligible benefit members who must be physically outside Hong Kong at the designated overseas location at the time of the video consultations.
 - Registered members have the option to obtain a secondary medical opinion from designated general practitioner in Hong Kong via video consultation without payment of consultation fee.
 - Please click on the relevant button on DrGo App to go to the service provider's portal for activation of this Benefit, which includes registering with the service provider.
- (c) Designated discount on in-person clinic visits within FWD Life Insurance Company (Bermuda) Limited's ("**FWD**") designated network of medical providers in Hong Kong, during the relevant validity period (such validity period will be on a monthly basis, from the date of purchase of the Plan) (12-month FWD Health & Go). Only applicable to benefit members aged 18 and above. All services under this Benefit are provided / arranged by FWD.
- The use of this Benefit is subject to the following:
 - (i) discounts only applicable on consultation fees with the doctor or other medical professionals of certain medical and wellness services, whereby any other fees (e.g. fees for any prescribed medicine) are excluded from such discount; and
 - (ii) relevant terms and conditions (available at https://health.fwd.com.hk/v3/assets/blta9d684affff23c8c/blt42c359beb78b3d55/FWD_Health_&Go_Brochure_EN.pdf and <https://health.fwd.com.hk/v3/assets/blta9d684affff23c8c/blt4efcc9d16d05dc52/TNCEN.pdf>). Please note that FWD's family plans are not applicable to this Benefit.
 - After successfully registering for this Plan, the benefit member will receive an SMS from DrGo with an activation / a redemption code and instructions on how to activate this Benefit within around seven (7) working days. Please use the activation / redemption code and follow the instructions to complete activation of this Benefit on the designated website of FWD.
- (d) 10% discount on video consultations and in-person clinic visits with designated general practitioners in the Greater Bay Area (excluding Macau and Hong Kong) ("**Designated Greater Bay Area**"), arranged by third party providers on designated third party platforms, during the relevant validity period (such validity period will be on a monthly basis, from the date of purchase of the Plan). All services under this Benefit are provided / arranged by Premier Healthcare (HK) Limited and its affiliates ("**Premier**") and their third party medical service providers.
- The use of this Benefit is subject to the following:
 - (i) for in-person clinic visit service under this Benefit, it is available with Premier's designated general practitioners at designated clinics or hospitals in designated cities of Designated Greater Bay Area. Please refer to Premier's platform for details. The list of designated clinics or hospitals may be changed, suspended and/or terminated by Premier from time to time without prior notice;
 - (ii) the designated discount is applicable on the consultation fee. The final discounted consultation fee will be subject to the latest fee provided by Premier or the designated clinics or hospitals. Subject to the decision of Premier and the designated clinics or hospitals, such consultation fee may include basic medication prescription (if prescribed by doctors) and standard delivery services. Please refer to the Premier's platform for details of the prescription and delivery services. Premier and the designated clinics / hospitals reserve the right to charge extra fee for medication if, in the professional medical opinion of the general practitioners or the clinics / hospitals, specific prescription is required. Clinics and hospitals also reserve the right to charge extra fee for the services. Any other fees (eg. extra medicine) are payable additionally;

- (iii) the relevant terms and conditions (available at Premier's WeChat mini-program of WeChat mobile application) and such other terms and conditions as designated by Premier and requirements and restrictions under applicable law, including those applicable to video consultation.
 - Please click on the relevant button on DrGo App to go to the service providers' portal for activation of this Benefit, which includes registering with Premier. The designated platforms of Premier shall be accessed through WeChat mini-program of WeChat mobile application on benefit member's device.
4. Subject to Clause 2, free entitlements under this Plan (each a “**Free Entitlement**”):
- (a) Complimentary Club Care Annual TravelCare Insurance (12-month Individual Plan A) for eligible benefit members, arranged and brought to eligible benefit member directly by Club Care (operated by HKT Financial Services (IA) Limited, with Licensed Insurance Agency Licence No: FA2474). Only applicable to benefit members aged between 18 to 80 (For Benefit Members aged between 71 and 80, the effective date of the Designated Service Plan must fall between 13 November 2025 and the end of the relevant Promotion Period).
 - The use of this Free Entitlement is subject to relevant terms and conditions (available at https://www.hktia.com.hk/doc/pdf/ATC_PTC_OneWellness.pdf).
 - Please go to https://www.hktia.com.hk/en/one_wellness_plan/QSsxMixx for activation of this Free Entitlement.
 - (b) Free 3-day basic prescribed medicine (if prescribed by the doctor) and standard delivery service for the first three (3) Hong Kong video consultations with designated general practitioner on the designated platform operated by Heals, available for use within the 12-month period commencing from the date of purchase of the Plan. Benefit member must use this Free Entitlement in conjunction with the Benefit of Hong Kong Video Consultation (Clause 3(a)) under the Plan. While the free medicine and delivery under this Free Entitlement are offered by us, the platform on which the video consultations will take place and all doctors, medical professionals and courier for the delivery services are all provided / arranged by Heals.
 - The use of this Free Entitlement is subject to relevant terms and conditions (available at <https://www.drgo.com.hk/onewellness/free-entitlement-VC-three-prescriptions-with-delivery-terms-and-conditions>).
 - (c) HK\$50 discount on each designated Hong Kong video consultation (accessible through “See a Doctor” on the DrGo App) with designated general practitioner on the DrGo App in Hong Kong (the discount is only applicable to the fees payable for the video consultation and is not applicable to any other fees, including but not limited to booking fee for a video consultation, prescribed medicine fee or delivery fee). While the discounts under this Free Entitlement are offered by us, the video consultations under this Free Entitlement will take place on DrGo App and the deliver services will be arranged by us, all doctors and medical professionals for the video consultations will be provided / arranged by our medical partners. The designated discount is not available for video consultation under Benefit of Hong Kong Video Consultation (Clause 3(a)) on the platform operated by Heals.
 - The use of this Free Entitlement is subject to relevant terms and conditions (available at <https://www.drgo.com.hk/onewellness/free-entitlement-VC-50-discount-terms-and-conditions>).
5. To purchase this Plan under the Programme, a paying member must be a valid registered DrGo user, aged 18 or above, and located in Hong Kong at the time of the purchase. Registration with and the use of DrGo are subject to relevant terms and conditions, including but not limited to the prevailing version of the “DrGo Terms and Conditions” (for details, please see the DrGo App and the DrGo website: www.drgo.com.hk (“**DrGo Website**”)).

6. An eligible DrGo user may purchase this Plan for himself / herself (as the paying member and benefit member) or for another person (as benefit members).
7. By purchasing this Plan, the paying member agrees to be bound by all the prevailing terms and conditions, including:
 - (a) the prevailing version of the “DrGo One Wellness Terms and Conditions”;
 - (b) these Terms and Conditions;
 - (c) the terms and conditions of each Benefit under this Plan, as provided by the relevant provider (each a “**Provider**”) of the Benefit (collectively “**Benefit T&C**”);
 - (d) the terms and conditions of each Free Entitlement under this Plan, as provided by the relevant provider (each a “**Provider**”) of the Free Entitlement (collectively “**Free Entitlement T&C**”);
 - (e) the prevailing version of the “eSmartHealth Privacy Statement” (available at the DrGo App and the DrGo Website);
 - (f) the applicable “Personal Information Collection Statement(s)”;
 - (g) such other provisions relevant to the Programme and/or this Plan (including any Benefits and Free Entitlements thereunder).
8. Each Benefit and each Free Entitlement must be activated within a designated period. Some Benefits and/or Entitlements may be subject to certain minimum eligibility requirements (e.g. age requirement). If a benefit member is under 18 years of age (i.e. a minor), the minor benefit member will not be able to use the Benefit under [Clause 3\(c\)](#) and the Free Entitlement under [Clause 4\(a\)](#) under this Plan. Please read all Benefit T&C and Free Entitlement T&C carefully before purchasing this Plan.
9. Fees payable for this Plan comprise of a one-off sign-up fee, plus a monthly fee, payable by the purchaser of the Plan (as paying member).
10. If a paying member purchases this Plan for another person (as benefit member), the paying member shall remain liable to pay for the Plan, even though the paying member will not be the one entitled to enjoy any Benefit or Free Entitlement under the Plan.
11. Upon a paying member’s successful purchase of this Plan, the paying member will receive a registration code for the Plan by email to the paying member’s registered email address. Please ensure to give us a valid email.
12. The paying member may use the registration code to activate the Benefits and the Free Entitlements under the Plan (i.e. the paying member will also be the benefit member), or the paying member may give the registration code to another person to activate the Benefits and the Free Entitlements under the Plan. If the paying member wants to give away this Plan, the paying member may only give it away to one person, and may not give each Benefit and each Free Entitlement away to different persons.
13. The details of the purchased Plan and relevant Benefits and Free Entitlements under the Plan will be shown under the paying member’s Programme membership account in the DrGo App and the DrGo Website under “DrGo One Wellness”.
14. Registration of this Plan and activation of each Benefit and each Free Entitlement under the Plan should be done by the same person (as the benefit member of the Plan), who will be the only person using the Benefits and the Free Entitlements under the Plan. Such benefit member of this Plan is required to register for the Plan and activate each Benefit and each Free Entitlement under the Plan immediately, and in any event within the one month from the date of purchase of the Plan on the DrGo App, DrGo website and/or via such other channels as we may designate from time to time.
15. If a benefit member of the Plan 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.

16. This Plan and each Benefit and each Free Entitlement is valid for registration / activation within one (1) month from the date of purchase of the Plan. The validity period of this Plan will commence from the date of purchase of the Plan, notwithstanding whether the Plan (and/or each Benefit and each Free Entitlement under the Plan) has / have been activated or not. If the Plan is not registered and each Benefit and each Free Entitlement under the Plan are not activated within the aforesaid period, the Plan (and each Benefit and each Free Entitlement under the Plan) will lapse and become invalid, and there will be no refund of any fees paid, and neither the paying member nor the intended benefit member will be compensated in any way.
17. This Plan is valid for one (1) month, and will be subject to automatic recurring monthly renewals upon expiry of the previous 1-month validity period (until or unless we advise otherwise), unless the paying member has terminated the Plan by giving us not less than 14 days' prior notice before expiry of the relevant 1-month validity period, by calling DrGo Hotline 852-2380 2323, emailing drgo@hkt.com or by other means as we may designate from time to time. The same monthly fee for the Plan will be payable for each of the renewal 1-month validity periods, unless we advise otherwise.
18. Unless otherwise stated, this Plan or the Benefits and the Free Entitlements under the Plan cannot be used in conjunction with any other promotional or discount offer and are non-transferable or exchangeable for cash or other products.
19. Other than specifically set out in the relevant materials, we are not the offeror or provider of any of the Benefits or Free Entitlements under this Plan. We make no representation or guarantee to any aspect of any of the Benefits or Free Entitlements (including but not limited to their quality) which are not offered or provided by us and shall not in any way be liable to any matters in relation thereto. No compensation shall be forthcoming under any circumstances. For enquires about any of the Benefits, please contact the relevant Provider directly. For enquires about the Free Entitlement under Clause 4(a), please call Club Care Customer Service Hotline at 852-8209 0098 directly. For enquires about the Free Entitlement under Clause 4(b) or Clause 4(c), please contact us.
20. We reserve the right to vary or cancel this Promotion and/or amend these Terms and Conditions at any time without notice. We reserve the right to amend the relevant terms and conditions governing the use of the Plan at any time without notice.
21. In the event of dispute in relation to this Promotion or the Plan, our decisions shall be final. In the event of dispute in relation to the use of any Benefit or any Free Entitlement, the relevant Provider's decisions shall be final.
22. In the event of discrepancy or inconsistency between the English and Chinese versions of these Terms and Conditions, the English version shall prevail.

DrGo One Wellness – 迎新方案條款及細則

透過購買 DrGo One Wellness (「計劃」) 下的此迎新方案 (此「方案」), 受惠會員可以享有四 (4) 項指定福利以及三 (3) 項免費權益 (此「推廣」)。受相關條款及細則約束。

1. 此方案由我們益體健有限公司提供, 有效購買期為我們指定的期限。
2. 受惠會員享受此方案下任何福利 (定義如下) 及免費權益 (定義如下) 的權利取決於已全額支付了方案下所有應付費用, 及付費會員和受惠會員 (如果付費會員和受惠會員不是同一人) 是否遵守了所有相關條款及細則。
3. 受制於第 2 條, 此方案下的福利 (每項為「福利」):
 - (a) 由我們指定的第三方提供者安排, 於指定服務時間內在第三方平台上與指定的在香港普通科醫生進行的香港視像診症。
 - 此福利下的所有服務 (包括第三方平台) 均由 Heals Healthcare (Asia) Limited (「Heals」) 提供/安排。使用此福利須遵守以下限制:
 - (i) 在相關有效期內每天最多進行一次此類視像診症 (該有效期按月計算, 從購買方案之日起計算);
 - (ii) 僅包含普通科醫生的諮詢費, 任何其他費用 (例如處方藥費用和送遞費用) 均需額外支付; 及
 - (iii) 相關條款及細則可在 <https://heals-core-static.s3.ap-east-1.amazonaws.com/heals-pass/hkt/terms.pdf> 查閱。
 - 請於 DrGo 應用程式中點擊相關按鈕前往服務提供者的網站以啟用此福利, 包括向服務提供者登記。
 - (b) 在指定海外地點於指定服務時間內在我們指定的第三方提供者指定平台上與指定的普通科醫生進行的海外視像診症。
 - 此福利下的所有服務均由 Heals 提供/安排。使用此福利須遵守以下限制:
 - (i) 在相關有效期內每天最多進行一次此類視像診症 (該有效期按月計算, 從購買方案之日起計算);
 - (ii) 僅包含普通科醫生的諮詢費, 任何其他費用 (例如處方藥費用和送遞費用) 均需額外支付; 及
 - (iii) 受相關條款及細則 (可在 <https://heals-corestatic.s3.ap-east-1.amazonaws.com/heals-pass/hkt-overseas/terms.pdf> 查閱) (「Travel Health Pass 條款及細則」) 以及 Heals 指定的其他條款及細則約束。
 - 儘管有 Travel Health Pass 條款及細則或與計劃或方案相關的任何條款及細則 (包括但不限於與計劃優惠有關的任何銷售資料):
 - (i) 此項福利下的海外視訊諮詢僅可在方案指定的海外地點與 Heals 指定的普通科醫生進行; 和
 - (ii) 該等指定的海外地點可能會不時更改、暫停及/或終止, 恕不另行通知。

- 此福利下，在香港境外的指定海外地點進行的海外視像診症僅適用於合資格的受惠會員，且該會員在進行視像診症時必須身處在香港境外的指定海外地點。
 - 已註冊會員可選擇透過視像診症方式，向香港指定的普通科醫生獲取第二醫療意見，並無須支付診症費用。
 - 請於 DrGo 應用程式中點擊相關按鈕前往服務提供者的網站以啟用此福利，包括向服務提供者登記。
- (c) 在相關有效期限內（該有效期按月計算，從購買方案之日起計算），於富衛人壽保險（百慕達）有限公司（「富衛」）指定的香港醫療機構網絡內親臨診所就診可享指定折扣（12 個月 FWD Health & Go）。僅適用於 18 歲及以上的受惠會員。此福利下的所有服務均由富衛提供/安排。
- 使用此福利須遵守以下限制：
 - (i) 折扣僅適用於與醫生或其他醫療專業人員的某些醫療和保健服務的諮詢費，任何其他費用（例如處方藥費用）均不享有此折扣；及
 - (ii) 受相關條款及細則約束（可於 https://health.fwd.com.hk/v3/assets/blta9d684affff23c8c/bltfbab1169d61b3615/FWD_health_&_Go_Brochure_TC.pdf 及 <https://health.fwd.com.hk/v3/assets/blta9d684affff23c8c/blt18c5e2c765f6fb0a/TNCTC.pdf> 查閱）。請注意，FWD 的家庭計劃不適用於此福利。
 - 成功登記此方案後，受惠會員將在大約七（7）個工作天內收到來自 DrGo 的短訊，其中包含啟動/兌換碼以及如何啟動此福利的說明。請使用啟動/兌換碼並按照指示在富衛指定網站上完成此優惠的啟動。
- (d) 於指定有效期內（有效期以月為單位，從購買本計劃之日起計），在指定第三方平台上，由第三方服務提供者安排，與大灣區指定普通科醫生（不包括澳門及香港）（「指定大灣區」）進行視像診症及門診服務，可享九折優惠。本福利下的所有服務均由睿康醫務(香港)有限公司及其附屬公司（「睿康」）及其第三方醫療服務提供者提供/安排。
- 使用此福利須遵守以下限制：
 - (i) 本福利下的門診服務僅適用於睿康指定的普通科醫生，並須於指定大灣區城市的指定診所或醫院進行。詳情請參閱睿康平台。睿康可不時更改、暫停及/或終止指定診所或醫院名單，恕不另行通知；
 - (ii) 指定折扣適用於診金。最終折扣後的診金將以睿康或指定診所/醫院提供的最新費用為準。根據睿康及指定診所/醫院的決定，診金可能包括基本藥物處方（如由醫生處方）及標準送遞服務。處方及送遞服務詳情請參閱睿康平台。如普通科醫生或診所/醫院基於專業醫療判斷認為需要特定處方，睿康及診所/醫院保留就藥物收取額外費用的權利。診所及醫院亦保留就服務收取額外費用的權利。其他費用（例如額外藥物）需另行支付；
 - (iii) 相關條款及細則（可於睿康的微信手機應用程式中的微信小程序查閱），以及睿康所指定的其他條款及細則，及適用法律下的要求與限制（包括適用於視像診症的相關規定）。
 - 請於 DrGo 應用程式中點擊相關按鈕前往服務提供者的網站以啟用此福利，包括向睿康註冊。睿康的指定平台須透過福利會員裝置上的微信手機應用程式中的微信小程序進入。

4. 受制於第 2 條，此方案下的免費權益（每項為「**免費權益**」）：
- (a) 合資格的受惠會員可免費獲贈 12 個月 Club Care 全年旅遊保險計劃（個人計劃 A），該計劃由 Club Care（由 HKT Financial Services (IA) Limited 經營，持牌保險代理牌照號碼：FA2474）直接安排及提供。僅適用於年齡介乎 18 至 80 歲（年齡為 71 至 80 歲的受惠會員，其 DrGo One Wellness 方案生效日期必須為 2025 年 11 月 13 日至相關推廣期完結期間）的受惠會員。
- 使用此免費權益須受相關條款及細則約束（可在 https://www.hktia.com.hk/doc/pdf/ATC_PTC_OneWellness.pdf 查閱）；及
 - 請前往 https://www.hktia.com.hk/zh/one_wellness_plan/QSsxMisx 啟用此免費權益。
- (b) 於購買方案日期起 12 個月內，在香港於由我們指定的第三方營運的平台上與指定的普通科醫生進行首三（3）次香港視像診症可享免費獲三（3）天基本處方藥物（如獲醫生處方）及標準送遞服務。受惠會員必須將此免費權益與方案下的香港視像診症福利（第 3(a)條）一同使用。雖然此免費權益下的免費藥物和送遞服務由我們送出，但進行視訊諮詢的平台以及所有醫生、醫療專業人員和送遞服務的速遞員均由 Heals 提供/安排。
- 使用此免費權益須受相關條款及細則約束（可在 <https://www.drgo.com.hk/media/document/free-entitlement-VC-three-prescriptions-with-delivery-terms-and-conditions.pdf> 查閱）。
- (c) 在香港於 DrGo 應用程式上（可透過 DrGo 應用程式上的「睇醫生」功能進入）與指定的普通科醫生進行收費視像診症，每次可享有 HK\$50 折扣（此折扣只適用於視像診症的應付費用，並不適用於任何其他費用，包括但不限於視像診症服務的預約費用、處方藥費用或送遞費用）。雖然此免費權益下的折扣由我們送出，此免費權益下的視訊諮詢將在 DrGo 應用程式上進行，且送遞服務將由我們安排，但所有視訊諮詢的醫生和醫療專業人員將由我們的醫療合作夥伴提供/安排。指定折扣不適用於 Heals 營運的平台上進行的香港視像診症福利（第 3(a)條）下的視像診症服務。
- 使用此免費權益須受相關條款及細則約束（可在 <https://www.drgo.com.hk/onewellness/free-entitlement-VC-50-discount-terms-and-conditions> 查閱）。
5. 要購買計劃下的此方案，付費會員必須是有效的已登記 DrGo 用戶，年滿 18 歲，並且在購買時位於香港。登記及使用 DrGo 須遵守相關條款及細則，包括但不限於現行版本的《DrGo 條款及細則》（詳情請參閱 DrGo 應用程式及 DrGo 網址：www.drgo.com.hk 「DrGo 網站」）。
6. 合資格的 DrGo 用戶可以為自己（作為付費會員和受惠會員）或其他人（作為受惠會員）購買此方案。
7. 通過購買此方案，付費會員同意受所有現行條款及細則的約束，包括：
- (a) 《DrGo One Wellness 條款及細則》的現行版本；
- (b) 此等條款及細則；
- (c) 由福利的相關提供者（每位為「提供者」）提供此方案下每項福利的條款及細則（合稱「福利條款及細則」）；
- (d) 由免費權益的相關提供者（每位為「提供者」）提供此方案下每項免費權益的條款及細則（合稱「免費權益條款及細則」）；

- (e) 《益體健私隱聲明》的現行版本 (可在 DrGo 應用程式及 DrGo 網站查閱);
 - (f) 適用的《個人資料收集聲明》; 和
 - (g) 與計劃和/或此方案 (包括方案下任何福利和免費權益) 相關的其他規定。
8. 每項福利和每項免費權益均須在指定期間內啟動。某些福利和/或免費權益可能有某些最低資格要求 (例如年齡要求)。如果受惠會員未滿 18 歲 (即未成年)，則未成年受惠會員將無法使用此方案下的第 3(c) 條 的福利和第 4(a) 條的免費權益。請在購買此方案前仔細閱讀所有福利條款及細則和免費權益條款及細則。
 9. 此方案應付費用包括一次性登記費以及月費，由方案購買者 (作為付費會員) 支付。
 10. 如果付費會員購買此方案予其他人 (作為受惠會員)，即使付費會員無權享受方案下的任何福利或免費權益，付費會員仍應負責支付方案費用。
 11. 付費會員成功購買此方案後，付費會員將會在其登記電郵地址透過電郵收到方案的登記碼。請確保提供 有效的電郵地址。
 12. 付費會員可以使用登記碼登記方案並啟動方案下的每項福利和免費權益 (即付款會員亦為受惠會員)，或 者付費會員可以將登記碼交給其他人登記方案並啟動方案下的每項福利和免費權益。如果付費會員想贈 送此方案予其他人，付費會員只能將其贈送給一個人，不能將每項福利和每項免費權益分別轉讓給不同 的人。
 13. 購買了的方案及相關福利和免費權益的詳細信息將顯示在 DrGo 應用程式以及 DrGo 網站下付費會員的「DrGo One Wellness」帳戶中。
 14. 登記此方案及啟動方案下的每項福利和每項免費權益應由同一個人 (作為方案的受惠成員) 完成，該人 將是使用方案下福利和免費權益的人。此方案的受惠會員必須立即 (且無論如何，在方案的初始的一個月有效期內) 在 DrGo 應用程式、DrGo 網站和/或我們不時指定的其他渠道上登記方案及啟動方案下 的每項福利和每項免費權益。
 15. 若方案的受惠會員是 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診症期間須由一名成年人親身陪同。
 16. 此方案及方案下的每項福利和每項免費權益自購買此方案之日起一 (1) 個月內有效期可供登記和啟動。無論此方案 (及/或方案下的每項福利和每項免費權益) 是否已啟動，此方案的有效期將從購買方案之日 起開始。如果方案及方案下的每項福利和每項免費權益未於相關期限內登記 / 啟動，則方案 (以及方案 下的每項福利和每項免費權益) 將作廢和失效，且不會獲退還任何已支付的費用，並且付款會員和擬受 惠會員都不會以任何方式獲得補償。
 17. 此方案有效期為一 (1) 個月，並將在上一個月有效期屆滿後自動按月續訂 (直至或除非我們另有通 知)，除非付費會員在相關一個月有效期屆滿前不少於 14 天前，透過致電 DrGo 熱線 852-2380 2323、發 送電子郵件至 drgo@hkt.com 或我們不時指定的其他方式，通知我們終止方案。每個續訂一個月有效期 的方案將支付相同的月費，除非我們另有通知。

18. 除非另有說明，此方案或方案下的福利和免費權益不能與任何其他推廣或折扣優惠同時使用，且不可轉讓或兌換現金或其他產品。
19. 除相關資料中特別列出的以外，我們不是此方案下任何福利或免費權利的提供者。對於非由我們提供的任何福利或免費權利，我們對任何福利或免費權益的任何方面（包括但不限於其質量）不作任何陳述或保證，並且不以任何方式對此有關的任何事項承擔責任，在任何情況下均不予賠償。如對任何福利有任何疑問，請直接聯絡相關提供者。如欲查詢有關第 4(a)條項下的免費權益，請直接致電 Club Care 客戶服務專線 852-8209 0098。如對第 4(b)條或第 4(c)條規定的免費權利有任何疑問，請與我們聯絡。
20. 我們保留隨時更改或取消此推廣和/或修改此等條款及細則的權利，恕不另行通知。我們保留隨時修改使用方案的相關條款及細則的權利，恕不另行通知。
21. 關於此推廣或方案的任何爭議，我們的決定應為最終決定。在使用任何福利或任何免費權利的任何爭議中，相關提供者的決定應為最終決定。
22. 如果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。