



Booking Payment and Refund Policy

Last updated: 2 September 2026

This policy sets out the rules for bookings, follow-up appointments, payments, cancellations and packages, urgent and emergency sessions, treatment reports, and the coordination and follow-up of inpatient care.

Completing a booking or making payment after reading this policy constitutes acceptance of its terms, without prejudice to the client's mandatory rights.

Prices and services

Service	Price in USD	Service timing
Urgent session	200	Same day, according to the doctor's clinic schedule
Emergency session	400	Begins within 30 minutes of the transfer, after prior confirmation of availability
Treatment follow-up report	500	Per report; delivery date agreed before payment
VIP sessions	Set by the clinic	According to the agreed service scope and appointment

The primary payment method is PayPal in US dollars.

1 Follow up bookings appointment confirmation and payment

Booking a follow up appointment

After each session, the client must book a follow-up appointment through the website for the date or within the period specified by the doctor. The clinic will provide a follow-up appointment consistent with the doctor's recommendation and appointment schedule.

The doctor's recommendation for a follow-up appointment does not constitute a confirmed booking; the booking and payment procedures must be completed through the website.

Booking confirmation deadline

An appointment is held provisionally for one hour only from the time the client is notified of the appointment and asked to pay. The client must pay all fees due within that period using the approved method in section 2.

If payment is not made within the hour, the provisional booking is cancelled and the appointment is made available to other clients. Another appointment will be arranged after the client contacts the administration again, subject to availability at that time. Continued availability of the original appointment is not guaranteed.

An appointment is confirmed only after receipt of payment has been verified and the administration has confirmed the booking. Sending an image of a payment notification alone does not constitute final booking confirmation.

For emergency sessions, the one-hour deadline does not extend beyond the session's start time; the confirmation and service commencement arrangements in section 6 apply.

Prepaid sessions

No new payment is required for a session included in a paid, valid package or fully covered by credit held for the client at the clinic. The booking is confirmed following review by the administration. If a different service is requested, the administration will explain before booking whether it is covered by the amount already paid and whether any difference is due, without making a duplicate deduction or charge for the same service.

2 Uniform prices and payment methods

Uniform prices for all clients

The same prices apply to the same service for all clients, Egyptian and non-Egyptian, within and outside Egypt, without discrimination or exceptions based on nationality or country of residence.

An urgent session costs USD 200, an emergency session costs USD 400, and a treatment follow-up report costs USD 500 per report. The clinic sets VIP session prices before confirming the booking.

Prices for assessment sessions, psychotherapy, regular follow-up sessions and packages remain as advertised for the relevant service at the time of booking and payment. The urgent session, emergency session and report prices do not replace the prices of these regular services.

Payment through PayPal

Clinic service fees are paid in US dollars (USD) through PayPal via the website.

Bookings and payments are made through the website only. Direct payments outside the website's booking system are not accepted.

Sessions are accessed through the session link available on the website after payment is completed.

Price changes

Session prices are subject to a periodic increase of 10% every six months.

The price payable is the price advertised on the website at the time of booking.

Subsequent price changes do not affect a session or package that has already been paid for, throughout its validity period under the applicable terms.

Currency and payment collection arrangements apply subject to mandatory laws and payment provider terms, as set out in section 20.

3 Cancellation or rescheduling by the client

Time remaining before the session	Amount charged
24 hours or more	No deduction from the session fee
18 hours to less than 24 hours	25% of the session fee
12 hours to less than 18 hours	50% of the session fee
Less than 12 hours	Full session fee
Non-attendance	Full session fee

The same rules apply to rescheduling requests. The notice period is calculated up to the session start time shown in the booking confirmation, using the time the request reaches the clinic's official contact channel.

Urgent sessions are subject to the cancellation bands above. Emergency sessions are subject to their specific cancellation terms in section 6. Where a refund is due, section 11 applies.

4 Late arrival for a session

If the delay does not exceed 15 minutes, the session may take place during the time remaining and will end at its original scheduled time, without making up the time lost.

If the delay exceeds 15 minutes from the session's start time, the appointment is treated as cancelled and the full session fee is charged. No part of the fee is refunded or converted into credit.

5 Non attendance

A client is considered not to have attended if they do not attend the session or are not available to begin it after the 15-minute late-arrival allowance has elapsed. In these cases, the full session fee is charged and is not refunded or converted into credit.

6 Urgent and emergency sessions

Urgent sessions

An urgent session costs USD 200. It takes place on the day of the request, according to the doctor's clinic schedule, after direct contact with the administration and confirmation of the appointment.

The administration explains the session's duration and start time before payment is completed. An urgent session does not entail a commitment to begin the service within 30 minutes.

A request to book a session for the same day is treated as an urgent session, including a same-day appointment requested after an earlier booking was cancelled for non-payment, unless the request is booked as an emergency session under the following terms.

Emergency sessions

An emergency session costs USD 400 and lasts 30 minutes. It begins within 30 minutes of completion of the payment transfer, after the administration has approved the request in advance and confirmed the doctor's availability.

The administration must be contacted before transferring payment. It will request payment only after confirming that the session can begin within this period. The session start time is communicated to the client as soon as completion of the transaction has been verified.

The 30-minute period following the transfer concerns the start of the session and is separate from the session's duration. Sending an unsolicited or unconfirmed transfer does not automatically create a booking or an obligation to begin a session.

Cancellation of an emergency session

Once the emergency session request has been accepted, the doctor's availability confirmed, her time allocated and payment completed, the fees are not refunded or converted into credit if the client cancels or does not attend, subject to mandatory rights. Cancellation by the doctor or clinic is governed by section 8.

Provisions common to urgent and emergency sessions

Fees are paid through PayPal in US dollars in accordance with section 2.

No additional urgent or emergency fees are imposed merely for rescheduling a session cancelled by the doctor or clinic. A previously confirmed regular appointment is not reclassified as urgent simply because its scheduled day has arrived.

Where there is an immediate threat to life or the safety of the client or others cannot be maintained, an ambulance or local emergency assistance must be requested immediately, with the clinic informed in parallel where possible. Do not wait for the clinic's response, the session appointment, or completion of booking and payment procedures.

7 VIP sessions

VIP session prices are set by the clinic. The client is informed of the service's scope, duration and price before agreeing to the booking and completing payment.

Payment is made in US dollars through PayPal, exclusively through the website's booking and payment system.

A booking is confirmed only after the client has agreed to the price and service terms, completed payment, and received appointment confirmation from the administration. The different arrangements for this service do not affect the clinic's commitment to confidentiality and quality of care for all clients.

8 Cancellation by the doctor or clinic

If a session cannot be provided because of an emergency or a reason attributable to the doctor or clinic, the client will be notified and the appointment rearranged without a cancellation charge to the client.

Cancellation less than 12 hours before the appointment

If the doctor must cancel less than 12 hours before the session because of an emergency, the full session value is added to the client's credit at the clinic without deduction, regardless of the original payment method, and the client receives priority for rescheduling.

The client chooses the first available appointment that suits them, and their rebooking is given priority. The credit is used for the replacement session without additional fees resulting from the doctor's cancellation, subject to the mandatory rights in section 20.

Sessions included in packages

A session cancelled by the doctor or clinic is not deducted from the package, and the client retains the right to rebook it. If the package would expire before the replacement session can take place, its validity is extended as necessary to reschedule the cancelled session.

Adding credit does not replace any refund required by mandatory rules or a payment provider's decision. If a replacement session cannot be provided, settlement is reviewed with the client in accordance with their rights and the terms of this policy.

9 Package policy

A package's validity period begins on the date the first session takes place, as follows.

Package	Validity period
4 sessions	5 weeks
6 sessions	7 weeks
8 sessions	9 weeks

Sessions must be used within the validity period. Unused sessions are not carried forward, and validity is not automatically extended, except in the circumstances specified in this policy or with the clinic's approval.

Package sessions are subject to the same cancellation, rescheduling, late-arrival and non-attendance rules. A full session is deducted from the package for non-attendance, a delay of more than 15 minutes, or cancellation less than 12 hours before the appointment.

Uniform package prices apply to Egyptian and non-Egyptian clients without exception. Payment is made using the method specified in section 2.

For a cancellation subject to a partial deduction, the financial deduction and how it will be settled within the package are explained to the client before rebooking. The same session or fee is not deducted twice.

10 Package expiry

Once the package expires, the right to use the remaining sessions ends. Their value is not refunded or automatically converted into credit, subject to the mandatory rights in section 20.

An exception applies where sessions could not be used because of cancellation by the doctor or clinic or a lack of available appointments at the clinic. Validity is extended as necessary to reschedule the sessions due to the client.

11 Refunds according to payment method

Payment through PayPal

Refunds due are processed through the original PayPal payment transaction. The amount is calculated in US dollars after applying the cancellation policy or package settlement and any actual non-refundable fees that may lawfully be deducted.

Refund processing begins as soon as the clinic approves entitlement to the refund. The amount is returned to the original payment method in accordance with PayPal's procedures. It may take additional time to appear in the client's account, depending on the payment provider or bank.

Where applicable, only non-refundable fees actually collected by PayPal are deducted, and only to the extent permitted by mandatory rules. The same fees are not deducted more than once.

Cancellation by the doctor less than 12 hours before the appointment

Section 8 applies to an emergency cancellation by the doctor. The full session value is added as credit without deducting payment fees, regardless of the payment method, subject to the mandatory refund provisions in section 20.

12 Package refunds

If the client requests to discontinue a package after beginning to use it, sessions already provided are calculated at the regular individual session price applicable when the package was purchased, rather than the discounted package rate.

Refund due = package amount paid - the value of sessions provided at the individual session rate - applicable cancellation or non-attendance fees - actual non-refundable payment fees that may lawfully be deducted, if any.

The same session or fee is not charged twice. Following settlement, any remaining amount due is refunded using the original payment method and in accordance with section 11, taking package expiry into account.

13 Services already provided

Fees are not refunded for a session, consultation, assessment or professional service that has already been delivered professionally. Dissatisfaction with the diagnosis, medical opinion, plan or treatment recommendations does not, by itself, constitute grounds for a refund, without prejudice to the client's right to complain or any mandatory rights.

14 Treatment follow up reports and additional services

Report fee

A treatment follow-up report costs USD 500 per report. This is a separate service and is not included in session fees or treatment packages.

Before requesting payment, the doctor reviews whether the report can be issued and whether the necessary information is available. The patient is informed of the report's scope and agreed delivery date. The full fee must be paid before preparation begins, in accordance with section 2.

The report reflects the patient's medical assessment and actual treatment record. Payment does not constitute a commitment to provide a diagnosis, recommendation or outcome requested by the patient or any other party.

Who may request a report

A treatment follow-up report for an adult with decision-making capacity may be requested only by that patient, following identity verification. Requests from family members, relatives or friends on the patient's behalf are not accepted.

Exceptions apply, according to applicable professional and legal rules, for a minor patient or a patient represented by a guardian or an authorised legal representative. The requester's status and authority are verified before the report is issued or information is shared.

Cancellation of a report request

If a request is cancelled after report preparation has begun, settlement is reviewed according to the work completed and what the patient was told in advance, subject to their mandatory rights. Payment for work already completed professionally is not refunded unless mandatory rules require otherwise.

Independent assessments, rating scales and additional services are subject to fees explained before booking. The report price does not change the prices of these services.

15 Payment and currency conversion fees

A payment may incur fees charged by the bank or payment provider, or for currency conversion. The final price requested by the clinic is explained to the client before payment. No additional commission is charged merely for choosing PayPal.

Service prices are in US dollars.

The amount shown in the client's account currency when a PayPal payment is refunded may differ if the transaction involved currency conversion, depending on the payment provider's procedures.

16 Duplicate or erroneous payments

If a duplicate charge or a clear technical error occurs, please contact the clinic administration and send the transaction details for verification. The transaction will be corrected or the amount due refunded to the original payment method, according to the nature of the error and mandatory rules.

If a payment arrives after the booking deadline has expired and the appointment has been released to others, the appointment is not automatically reinstated. The administration reviews the transaction with the client to arrange an alternative appointment they agree to or settle the amount due for refund. The client is not asked to pay the same amount again before the status of the earlier payment is resolved.

17 Stopping a session for safety or session condition reasons

A session must take place in a suitable, safe environment that preserves privacy. The doctor may decline to begin or may stop a session if the necessary professional conditions are not met, including where the client is under the influence of a substance that materially affects their ability to participate, or is wearing clothing unsuitable for the professional nature of the session.

Financial settlement in these cases is reviewed according to the reason for stopping and the service already provided, subject to the client's mandatory rights.

18 Psychiatric inpatient care consultation coordination and follow up

This service is available only to patients who have been actively receiving follow-up care with Dr Sara Clinic through the website for at least 3 months. The passage of that period since the first session alone is not sufficient; active therapeutic follow-up and an adequate clinical record are required. This coordination and extended follow-up service is not provided to new patients. This condition does not prevent urgent guidance to protect any person when an immediate risk arises.

Requesting a consultation and its duration and fees

If the family of a patient receiving follow-up care believes that the patient's condition may require admission, a family member or the person responsible for their care contacts the clinic administration to arrange a consultation with the doctor.

An inpatient-care coordination consultation lasts 30 minutes. Before payment, the administration explains the booking category and fee: USD 200 when arranged as an urgent same-day consultation according to the doctor's schedule, or USD 400 when accepted as an emergency session starting within 30 minutes of the transfer after availability is confirmed, in accordance with section 6.

Fees are paid in accordance with section 2. Any additional consultation required is booked separately according to need and availability. The consultation fee does not automatically include extended follow-up during inpatient care.

Consultation content and patient assessment

The consultation reviews the patient's current condition, level of risk, recent changes, medication and treatment, treatment history, information provided by the family, the need for admission and the appropriate treatment facility. The consultation does not guarantee that admission will be the final decision; the recommendation is determined by clinical assessment.

Information from the family does not replace assessment of the patient when the doctor considers direct assessment necessary before making a decision.

Consent and privacy

Patient information is kept confidential in accordance with professional and legal rules. The patient's consent to sharing information with the family or hospital is sought when required, subject to the applicable exceptions for protecting the patient or others. Only information necessary for coordination and continuity of care is shared.

Inpatient care in Egypt and the Arab world

Dr Sara Clinic coordinates inpatient care within and outside Alexandria, both in Egypt and in Arab countries, through direct contact with trusted centres and hospitals selected by the clinic after verifying their licensing and suitability for the patient's needs, the availability of the service and the possibility of agreeing on follow-up arrangements.

The doctor oversees the patient's case and monitors its progress during inpatient care. She follows the centre's or hospital's implementation of the treatment plan in coordination with the responsible doctor and treating team. Her role is not limited to recommending an inpatient facility or arranging admission.

Depending on the patient's needs, follow-up includes reviewing assessments and reports, the course of symptoms and level of risk, reviewing the treatment plan and medication with the treating team, discussing any necessary changes, and participating in discharge planning and continuity of treatment.

Before inpatient arrangements are completed, the patient or their authorised representative is informed of the method and scope of the doctor's follow-up, whether in person or remotely, in accordance with the licences and professional authorisations required in the country concerned, the treatment facility's consent and the arrangements agreed with it.

The centre's or hospital's team provides direct care within the facility, implements the treatment plan and carries out urgent interventions, while the doctor continues her follow-up and communication with the team. Each party remains responsible for the medical services it provides within its role.

Any fees for the doctor's follow-up during inpatient care are explained to the patient or their authorised representative before the service is provided, separately from the coordination consultation fee and the centre's or hospital's fees, according to the arrangements for the case and treatment facility.

Coordination transport and excluded fees

Coordination is subject to availability and available resources. Admission is subject to the hospital's assessment and policies and the availability of beds and services. Recommending or contacting a hospital does not guarantee admission or an available bed.

The coordination service does not include patient transport. An ambulance or safe medical transport is arranged by the family or the relevant organisation, according to the case.

The consultation fee does not include hospital charges, accommodation, transport, ambulance services, medication, tests, fees of other doctors or organisations, or the doctor's inpatient follow-up fees where these are separate.

Limits of the service

The doctor may decline to provide or continue the coordination service if adequate clinical information is unavailable, follow-up care is not active, or the case falls outside the scope of the available service.

Urgent communication and medical intervention

In emergencies, the patient or a family member contacts the clinic administration directly to present the case to the doctor. She assesses the situation, determines the appropriate intervention and coordinates with the centre or hospital when necessary, subject to her availability and the service's capabilities.

Where there is an immediate threat to life or the safety of the patient or others cannot be maintained, an ambulance or local emergency assistance must be requested immediately, with the clinic informed in parallel where possible. Do not wait for the clinic's response, the consultation appointment, or completion of booking and payment procedures.

19 Payment disputes

If there is a payment or refund issue, please contact the clinic administration to review the transaction. This policy does not prevent the client from using dispute procedures available through the payment provider or the provider funding the payment.

Disputes are reviewed based on booking and payment records, the service provided, payment provider terms and mandatory rules, without claiming a refund of the same amount more than once.

20 Policy changes and mandatory provisions

Dr Sara Clinic reserves the right to update this policy in line with operational requirements and professional and regulatory rules. The version accepted by the client at the time of booking and payment applies, unless mandatory rules require otherwise.

All provisions apply subject to applicable laws and PayPal's binding terms. They do not exclude any client right that cannot be waived, including mandatory refund rights where applicable.

Acceptance of the payment policy does not replace consent to treatment or the consents required for information sharing, remote care or inpatient admission. These consents are determined according to the nature of the service.

21 Contact

For enquiries about payment, refunds, bookings, urgent sessions, emergency sessions, VIP sessions, treatment follow-up reports, or consultation, coordination and follow-up of inpatient care, please contact the Dr Sara Clinic administration through the official contact channels published on the website.

The clinic administration explains the approved contact channel, its operating hours and the time zone used in appointment confirmations. Sending a message outside working hours does not confirm the doctor's availability or acceptance of an emergency session.

Email messages are answered on Thursday morning each week.