

Special Terms and Conditions of Bowtie 4-In-1 Healthcare Service Plan (“the Services”)

1. Bowtie Healthcare Service is governed by HKBN Enterprise Solutions Limited (“HKBNES”)’s General Terms and Conditions (hkbnes.com/web/terms-conditions/), the Terms and Conditions stated herein and the relevant terms and conditions of Bowtie Life Insurance Company Limited (“Bowtie”). Customer understands and accepts that HKBNES reserves the absolute right to amend these Terms and Conditions at any time, while HKBNES will endeavor to give 30 days’ prior notice to Customer before such change takes effect.
2. Customer understands that HKBNES is not the provider of this Service and makes no representation or guarantee regarding the quality of this Service. This Service is managed by Bowtie Life Insurance Company Limited (“Bowtie”), Customer agrees to be bound by Bowtie’s relevant terms and conditions and any subsequent revisions published from time to time when utilizing this Service.
3. Customer must be at least 18 years of age to subscribe to this Service.
4. Customer must commit to this Service for a designated contract period of twelve months (“Minimum Commitment Period”). If this Service is terminated within the Minimum Commitment Period for whatever reasons, Customer shall pay the total amount of the monthly fees for this Service payable for the remaining Minimum Commitment Period to HKBNES as liquidated damages.
5. This Service is charged on a monthly basis by HKBNES and prepayment in advance. This Service will still be charged at a full month rate even if used for less than one month, and prepayment on monthly charge shall be made in advance. The charges already paid by Customer are non-refundable under any circumstances.
6. Customer must first retrieve the activation code through the designated link provided by HKBNES. Customer is then required to proceed to Bowtie’s designated webpage, enter the activation code, fill in the personal information according to the instruction, agree and accept the terms and conditions of Bowtie to activate this Service. This Service shall be valid for twelve months from the date of successful activation on Bowtie’s designated webpage.
7. Each Customer can only register via HKBNES for a maximum of 10 plans of this Service; and each HKID holder can only register for this Service once at Bowtie’s designated webpage. Each activation code can only be used to activate this Service once. Upon activation, the start date / effective date of this Service and the registered person for this Service cannot be modified.
8. Customer should keep the Bowtie account login name and password properly. HKBNES shall not be liable for any loss or damage suffered directly or indirectly as a result of and/or in relation to a lost or stolen account.
9. This Service cannot be sold and/or redeemed for cash or other products, and shall not be used for any commercial purpose.
10. This Service is a healthcare membership program managed by Bowtie and is not an insurance plan.
11. The Telemedicine consultation service shall be bound by the relevant terms and conditions of MyDoc. In case of any dispute in relation to the Telemedicine consultation service, the decision of MyDoc shall be final and conclusive.
12. The Telemedicine consultation service is provided by MyDoc. HKBNES and Bowtie do not assume any responsibility for the quality of services or any liabilities arising from these services or other services provided by MyDoc. For any inquiries related to the Telemedicine consultation service, please email MyDoc at support@my-doc.com.
13. Telemedicine consultation service is only suitable for patients with mild symptoms and non-emergency situations. If your condition is more complicated or serious and requires detailed evaluation and diagnosis, please call 999 immediately or go to the Accident and Emergency Department for treatment.
14. Dental Check-up Benefits, Dental Procedure Benefits and Cosmetics Dentistry Benefits are provided by C-MER Dental Centre (“C-MER”) and are bound by C-MER’s relevant terms and conditions. In case of any dispute regarding these services, C-MER reserves the right to make the final decision. Dental check-ups are provided by C-MER. HKBNES and Bowtie do not assume any responsibility for the quality of services or any liabilities arising from these services or other services provided by C-MER.

15. Body Checkup and Influenza Vaccination services are bound by the relevant terms and conditions from Bowtie & JP Health. In case of any dispute regarding these services, Bowtie & JP Health reserves the right to make the final decision. HKBNES and Bowtie do not assume any responsibility for the quality of services or any liabilities arising from these services or other services provided by Bowtie & JP Health. For any inquiries related to the physical examination and influenza vaccination services, please email to info@bowtiejphealth.com.
16. HKBNES reserves the right to change or terminate this Service and amend all related terms and conditions at any time without prior notice. In case of any dispute, the decision of HKBNES shall be final and conclusive.