

NAKASERO HOSPITAL

WEBSITE TERMS AND CONDITIONS

Effective Date: 6th July 2026 | Version 1.0

Welcome to the official website of Nakasero Hospital Limited ("Nakasero Hospital", "the Hospital", "we", "us", or "our"), located at Plot 14A Akii-Bua Road, Nakasero Hill, P.O. Box 16595, Kampala, Uganda. These Terms and Conditions ("Terms") govern your access to and use of www.nakaserohospital.com and any related mobile platforms (together, the "Website"), including appointment booking, the online purchase of health and pharmacy products, patient referrals, and requests for quotations.

By accessing the Website, creating an account, booking an appointment, placing an order, submitting a referral, or requesting a quote, you ("User", "Patient", "Referring Provider", or "you") agree to be bound by these Terms. If you do not agree, please do not use the Website.

1. Definitions

- "Appointment" means a scheduled consultation, diagnostic test, procedure, or other clinical service booked through the Website.
- "Health Products" means medicines, pharmaceuticals, medical devices, supplements, and other health-related items listed for sale on the Website.
- "Referral" means the submission of a patient's details by a Referring Provider (a doctor, clinic, hospital, insurer, or other authorised third party) to Nakasero Hospital for further assessment, treatment, or management.
- "Quote Request" means a request submitted through the Website for an estimate of the cost of hospital services, procedures, or Health Products.
- "Order" means a request to purchase Health Products submitted and confirmed through the Website.
- "Content" means all text, images, logos, graphics, and other material appearing on the Website.

2. Eligibility and Accounts

2.1 You must be at least 18 years old to create an account, make a purchase, or book an Appointment on your own behalf. Appointments or purchases made for a minor or dependant must be made by a parent, legal guardian, or authorised caregiver, who accepts these Terms on the minor's behalf.

2.2 You agree to provide accurate, current, and complete information when registering, booking, ordering, or submitting a Referral or Quote Request, and to keep such information up to date.

2.3 You are responsible for maintaining the confidentiality of any login credentials associated with your account and for all activity that occurs under it. Notify us immediately at info@nhl.co.ug if you suspect unauthorised use of your account.

3. Patient Appointment Booking

3.1 Booking Process

The Website allows you to request an Appointment with a specified department, clinic, or physician, subject to availability. A booking request is not confirmed until you receive an email, SMS, or telephone confirmation from Nakasero Hospital. We reserve the right to accept, decline, reschedule, or reassign a booking to another qualified physician where clinically necessary or where the requested slot is unavailable.

3.2 Accuracy of Information

You must provide accurate personal, contact, and, where applicable, insurance or next-of-kin information at the time of booking. Nakasero Hospital is not liable for delays or missed communications arising from inaccurate or outdated information you have provided.

3.3 Cancellations, Rescheduling, and No-Shows

- Appointments may be cancelled or rescheduled through the Website, the patient portal, or by contacting +256 706 346 222 / 0706 346 023/ 0800 200035, at least [24] hours before the scheduled time.
- Late cancellations or failure to attend ("no-shows") may attract a cancellation fee as published on the Website or communicated at the time of booking.
- Emergency cases are not bound by online booking slots and should proceed directly to the Emergency Department or call the emergency line.

3.4 Consultation and Treatment Fees

Consultation fees, deposits, and applicable taxes will be indicated at the time of booking where available, or advised by hospital staff. Fees are payable in Uganda Shillings (UGX) unless otherwise agreed, and may be settled by cash, card, mobile money, or approved health insurance/HMO cover, subject to verification of cover by the Hospital's insurance desk.

3.5 Not a Substitute for Emergency Care

Online booking is intended for non-emergency, scheduled care. In a medical emergency, do not rely on the Website — call our emergency line or go directly to the nearest emergency facility.

4. Online Purchase of Health Products

4.1 Product Listings

Health Products offered on the Website are described as accurately as possible; however, Nakasero Hospital does not warrant those descriptions, images, packaging, dosage information, or pricing are entirely error-free. We reserve the right to correct errors, update pricing, or withdraw a listed product at any time before an Order is confirmed.

4.2 Prescription Items

Prescription-only medicines will only be dispensed upon submission of a valid prescription from a licensed medical practitioner, verification by a registered Nakasero Hospital pharmacist, and compliance with applicable Uganda pharmaceutical and controlled-substance regulations. We reserve the right to refuse to fulfil any Order that does not meet these requirements, or to request additional clinical information.

4.3 Order Confirmation and Payment

An Order is only accepted once you receive a confirmation notice from Nakasero Hospital. Prices are quoted in UGX (or USD where indicated) and are inclusive of applicable taxes unless stated otherwise. Payment must be made in full at checkout via the payment methods offered on the Website, or on delivery where cash-on-delivery is explicitly offered.

4.4 Delivery and Collection

- Health Products may be collected from the Hospital pharmacy or delivered to an address within the delivery zones we service, subject to delivery fees and estimated timelines shown at checkout.
- Risk in the Health Products passes to you upon delivery or collection. Please inspect items on receipt and report any discrepancy within [48] hours.
- Certain items (e.g., temperature-sensitive medicines, controlled substances) may only be available for in-person collection for safety and regulatory reasons.

4.5 Returns, Exchanges, and Refunds

Owing to the nature of pharmaceutical and health products, medicines and opened items generally cannot be returned or exchanged once dispensed, except where the product is defective, incorrect, or damaged in transit, in which case you must notify us within [48] hours of delivery for a replacement or refund in accordance with the Consumer Protection Act, 2022. Non-medicinal items (e.g., wellness devices, unopened consumables) may be eligible for return within [7] days in their original condition, subject to inspection.

4.6 Product Liability

Nothing in these Terms limits your statutory rights as a consumer. Where a Health Product is found to be defective, Nakasero Hospital will remedy this in accordance with applicable Ugandan consumer protection and product liability law.

5. Referring Patients

5.1 Who May Refer

The Referral function is intended for use by registered medical practitioners, clinics, hospitals, diagnostic centres, insurers, corporate health schemes, and other authorised parties ("Referring Providers") wishing to refer a patient to Nakasero Hospital for further evaluation, treatment, specialist opinion, or admission.

5.2 Consent and Confidentiality

By submitting a Referral, the Referring Provider confirms that it has obtained the patient's informed consent (or that of their legal guardian) to share the patient's personal and health information with Nakasero Hospital for the purpose of continuity of care. All information submitted is treated as confidential medical information and handled in accordance with our Privacy Notice and the Data Protection and Privacy Act, 2019 (Uganda).

5.3 Accuracy and Clinical Responsibility

The Referring Provider is responsible for the accuracy and completeness of the clinical information submitted. Nakasero Hospital will exercise independent clinical judgment upon receiving a Referral and reserves the right to request further information, decline a Referral, or redirect the patient to a more appropriate facility or specialist where clinically indicated.

5.4 No Guarantee of Admission or Outcome

Submission of a Referral does not guarantee admission, a specific appointment time, or a particular treatment outcome. Referrals are triaged based on clinical urgency and bed/resource availability.

5.5 Referral Incentives

Nakasero Hospital does not offer, and Referring Providers may not solicit, any fee, commission, or benefit in exchange for a Referral, in compliance with Uganda Medical and Dental Practitioners Council guidelines and applicable anti-kickback principles governing healthcare referrals.

6. Requesting a Quote

6.1 You may submit a Quote Request through the Website for an estimate of costs relating to a procedure, admission, package of services, or Health Products. A quote is an estimate only, based on the information you provide, and does not constitute a fixed price, a contractual offer, or a guarantee of final billed charges.

6.2 Final costs may vary based on the patient's actual clinical condition, complications, length of stay, choice of ward or specialist, additional tests or procedures required, applicable insurance/HMO cover, and prevailing prices at the time services are rendered.

6.3 Quotes are typically valid for [14] days from the date of issue unless otherwise stated, after which a new Quote Request may be required.

6.4 Where a Quote Request relates to insurance or HMO-covered care, you are responsible for confirming your cover, applicable co-payments, and any pre-authorisation requirements with your insurer or HMO.

7. Fees, Payment, and Currency

All fees on the Website are stated in Uganda Shillings (UGX) unless otherwise indicated, and may be revised from time to time without prior notice, save that the price applicable to a confirmed booking, Order, or accepted quote will not be increased retroactively. Accepted payment methods include cash, major debit/credit cards, mobile money, bank transfer, and approved insurance/HMO schemes, as made available on the Website from time to time. All online payments are processed through PCI-DSS-compliant third-party payment gateways; Nakasero Hospital does not store full card details on its servers.

8. Medical Disclaimer

Content on the Website, including health articles, product descriptions, and symptom or service guides, is provided for general informational purposes only and does not constitute medical advice, diagnosis, or treatment. It is not a substitute for professional consultation with a qualified physician. Always seek the advice of your doctor or another qualified health provider with any questions regarding a medical condition, and never disregard professional medical advice or delay seeking it because of something you have read on the Website.

9. Privacy and Data Protection

Personal and health information collected through appointment booking, Orders, Referrals, and Quote Requests is collected, processed, and stored in accordance with our Data Protection Policy and the Data Protection and Privacy Act, Cap.97. By using the Website, you consent to the collection and use of your information as described in the Data Protection Policy, including sharing relevant clinical information with treating physicians, referring providers, insurers, and service partners strictly for the purposes of your care, billing, and service delivery.

10. Intellectual Property

All Content on the Website, including the Nakasero Hospital name and logo, is the property of Nakasero Hospital Limited or its licensors and is protected by copyright, trademark, and other intellectual property laws of Uganda and applicable international treaties. You may view and print Content for personal, non-commercial use only. No Content may be reproduced, distributed, or used commercially without our prior written consent.

11. Prohibited Conduct

- Providing false, misleading, or another person's information without authorisation when booking, ordering, referring, or requesting a quote;
- Using the Website to order Health Products for resale or unlawful distribution;
- Attempting to gain unauthorised access to the Website, its systems, or other users' accounts;
- Uploading harmful code, or using automated means (bots/scrapers) to access the Website without permission;
- Using the Referral or Quote Request functions for any purpose other than legitimate patient care and cost estimation.

12. Limitation of Liability

To the fullest extent permitted by Ugandan law, Nakasero Hospital shall not be liable for any indirect, incidental, or consequential loss arising from your use of the Website, including booking errors, delivery delays, or Website downtime, save that nothing in these Terms excludes or limits liability for death or personal injury caused by our negligence, for fraud, or for any liability that cannot lawfully be excluded. Clinical care provided at the Hospital following a booking, Referral, or Order remains subject to the Hospital's standard consent and treatment documentation, which takes precedence over these Terms in respect of clinical matters.

13. Indemnification

You agree to indemnify and hold harmless Nakasero Hospital, its directors, employees, and agents from any claim, loss, or expense (including reasonable legal fees) arising from your breach of these Terms, misuse of the Website, or provision of false or misleading information.

14. Third-Party Services and Links

The Website may link to, or integrate with, third-party services such as payment gateways, delivery partners, insurance/HMO portals, or mapping tools. Nakasero Hospital is not responsible for the content, accuracy, or practices of third-party services, which are governed by their own terms and privacy policies.

15. Changes to These Terms

We may update these Terms from time to time to reflect changes in our services, technology, or legal and regulatory requirements. The updated Terms will be posted on this page with a revised "Effective Date". Continued use of the Website after changes are posted constitutes acceptance of the revised Terms.

16. Governing Law and Dispute Resolution

These Terms are governed by the laws of the Republic of Uganda. Any dispute arising out of or in connection with these Terms or your use of the Website shall first be referred to good-faith negotiation between the parties, and, failing resolution within [30] days, shall be subject to the exclusive jurisdiction of the courts of Uganda, or referred to arbitration under the Arbitration and Conciliation Act (Cap. 4) if the parties so agree.

17. Contact Us

For questions about these Terms, appointment bookings, Health Product orders, Referrals, or Quote Requests, please contact:

Nakasero Hospital Limited

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