



GENERAL TERMS OF SERVICE OF COVID-19 TESTING

Scope of application

These General Terms of Service apply to the services related to COVID-19 testing provided by Finnair Health Services, the healthcare unit of Finnair Oyj (hereinafter "Service Provider"). To the extent that the Customer is a consumer, these Terms shall not limit the rights of the consumer that are pursuant to the Consumer Protection Act and cannot be otherwise agreed upon.

Formation of contract

Unless otherwise agreed in writing, the contract is formed when the Customer and Service Provider agree on an appointment regarding the service.

Cancellations and delays

The Service Provider has the right to charge the Customer for an unused appointment and service unless the service has been cancelled at least twelve (12) hours before the agreed time of appointment. If the Customer arrives late, the Service Provider is not obligated to exceed the agreed time frame or begin the agreed procedure if it cannot be performed within the agreed time frame. The Service Provider shall aim to see the Customer at the agreed time, but due to the nature of the service, the agreed time cannot be guaranteed.

Prices

The services are subject to the price list of the Service Provider that is valid at the given time. The service is not reimbursable by The Social Insurance Institution of Finland (Kela).

Term of payment

Unless otherwise agreed, the service will be paid for during the appointment using a payment card accepted by the Service Provider in accordance with the practices followed by the Service Provider. In case the Customer is insolvent or otherwise unable to pay for the service through the aforementioned means, the Customer must inform the Service Provider of this before the appointment and receiving the service. The Service Provider has the right to terminate their contractual obligations if evidence comes to light that gives reason to suspect the Customer will not fulfill their contractual obligations. In case of delayed payment, the Customer is obligated to pay interest according to the Interest Act as well as reminder and collection fees.

Services paid by another party

If the service is included in occupational health care or the Customer does not personally pay for the service for some other reason, the Customer must confirm the payment arrangement when booking the appointment or during the appointment. If the party named by the Customer is not obligated to pay for the service, the Customer shall be liable to make the payment.

Patient records and confidentiality obligation

With regard to writing, storing and handing over patient records as well as non-disclosure obligation, applicable legislation and other regulations are followed.

Nature and quality of the service

The quality of the service and medical malpractice are defined according to the Patient Injury Act. Information provided on the website or as part of other communication is for reference only and not part of the contract. The sensitivity and accuracy of COVID-19 tests are not perfect.

The Customer may be asked to provide their passport number or other travel document number for the certificate of a COVID-19 test.



The certificate of a COVID-19 test is delivered via encrypted email to the email address provided by the Customer. The certificate is also available in print format upon request. Some email systems may block automatically sent messages containing a link to the test certificate. The Service Provider is not responsible for the messages not being delivered to the Customer as a result of the settings of the receiving system. The Service Provider is also not responsible for any delays in the delivery of the certificates as a result of incorrect personal or contact information being provided by the Customer.

Processing of feedback and claims concerning the service

As a first resort, any disputes concerning the service shall be settled between the Customer and the person providing the service. The Patient Injury Act will be applied to claims referred to in the Patient Injury Act.

An objection regarding health services may also be filed in accordance with applicable legislation. The Patient Ombudsman can provide you with more information on patient injury and objections. The Patient Ombudsman of the Service Provider is Eevamaria Nuutinen, tel. +358 45 120 8966.

Other claims must be submitted to the Service Provider without undue delay within two (2) weeks of the service transaction.

Damages

Injury to the patient will be processed and compensated in accordance with the Patient Injury Act. In all other respects, the liability of the Service Provider will be limited to the price paid for the service. Indirect damages will not be compensated.

Force majeure

The Service Provider shall not be responsible for delays or other failures to fulfill contractual obligations that are caused by reasons outside the Service Provider's control. Reasons outside the Service Provider's control include strikes and other industrial action; illness of the professional booked for the appointment; disruptions in power supply, data connections or information systems; fire; action under public law; or another reason that the Service Provider cannot reasonably be expected to anticipate or avoid.