

## **Terms and Conditions – Wellertia**

Last updated: 07/05/2026

These Terms and Conditions apply to your use of [www.wellertia.com](http://www.wellertia.com) and to enquiries submitted to Wellertia.

Wellertia is operated by Veritas Horizon Partners Ltd, a company registered in England and Wales under company number 16410789, with registered office at 3rd Floor, 86–90 Paul Street, London, EC2A 4NE, United Kingdom.

Contact: [hello@wellertia.com](mailto:hello@wellertia.com) / [enquiries@wellertia.com](mailto:enquiries@wellertia.com)

### **1. About Wellertia**

Wellertia is a dental coordination and introduction service.

We help people considering dental treatment abroad explore Latvia as an option by collecting enquiry information, understanding the type of treatment being explored, identifying Latvian dental clinics that may provide that type of treatment, obtaining initial clinic feedback or indicative pricing where possible, and helping coordinate next steps.

Wellertia is not a dental clinic, dental practice, medical provider or emergency healthcare provider.

### **2. No dental or medical advice**

Wellertia does not provide dental diagnosis, medical advice, clinical assessment, urgency assessment, emergency support, treatment recommendations or clinical second opinions.

Any diagnosis, clinical assessment, treatment plan, pricing, consent process, treatment decision, treatment outcome, aftercare and clinical follow-up remain the responsibility of the relevant dental clinic or dental professional.

Information provided through Wellertia is for coordination and introductory purposes only.

### **3. Urgent or emergency issues**

Wellertia does not monitor enquiries, emails, WhatsApp messages, Telegram messages or uploaded files for urgent dental or medical issues.

If you need urgent or emergency dental or medical help, you should contact an appropriate local healthcare provider or emergency service in your location.

Wellertia is not suitable for urgent or emergency support.

### **4. Initial pricing and clinic feedback**

Any pricing, time estimate, treatment indication or clinic feedback provided through Wellertia is preliminary and non-binding unless confirmed directly by the relevant clinic.

Final treatment options, pricing and suitability may change after clinical examination, review of scans, updated information, or in-person assessment by the clinic.

## **5. Enquiries and information you provide**

You agree to provide accurate and complete information when submitting an enquiry.

You must not submit information about another adult unless you have their authority to do so.

If you submit an enquiry about a child, you confirm that you are the parent, legal guardian or otherwise authorised to make the enquiry.

You are responsible for ensuring that any files, scans, X-rays, CT/CBCT files, photos, treatment plans, correspondence or other materials you upload are lawful for you to share with us.

## **6. Sharing information with Latvian clinics**

To progress your enquiry, we may share relevant enquiry details and uploaded files with selected dental clinics in Latvia.

This is done so that clinics can review the case at an initial level, provide feedback, indicate whether the case may be suitable for them, and provide indicative pricing or next steps where possible.

Clinics are independent third parties and are responsible for their own clinical assessment, patient onboarding, privacy obligations, treatment documentation, pricing, consent process and patient relationship.

## **7. Travel, accommodation and local arrangements**

Where requested, Wellertia may suggest or help coordinate introductions to third-party providers for practical support such as accommodation, airport pickup, transport or other local arrangements.

Unless expressly agreed otherwise in writing, any travel, accommodation, transport or local support service is provided by an independent third-party provider and is subject to that provider's own terms, pricing and availability.

Wellertia does not provide dental travel packages and does not act as a travel organiser, travel agent, accommodation provider or transport provider.

We are not responsible for the acts, omissions, pricing, availability, quality, safety, delays, cancellations or performance of third-party travel, accommodation, transport or local support providers.

## **8. Fees and commercial model**

Standard enquiries through Wellertia are free for users unless we expressly tell you otherwise before you proceed.

Clinic treatment fees, travel costs, accommodation costs, transport costs and other third-party charges are not Wellertia fees. They are payable to the relevant clinic or third-party provider unless expressly agreed otherwise in writing.

Wellertia may receive referral, introduction, coordination, success or other commercial fees from clinics or third-party providers if your enquiry results in treatment, a booking or another arrangement.

This does not change the responsibility of the clinic to provide appropriate clinical advice, assessment, treatment and patient care.

If Wellertia offers a separate paid coordination service in the future, we will explain the fee, scope and payment terms before you agree to purchase that service.

## **9. No guarantee**

We do not guarantee that:

- a clinic will accept your case;
- treatment will be suitable for you;
- any initial indication or pricing will remain unchanged;
- any particular clinical outcome will be achieved;
- treatment abroad will be appropriate for your circumstances;
- travel, accommodation or transport arrangements will be available; or
- any third-party provider will perform services to a particular standard.

## **10. Website content**

Website content is provided for general information only.

It should not be treated as dental, medical, legal, travel, insurance or financial advice.

We may update, change or remove website content at any time.

## **11. Third-party websites and platforms**

Our website may link to third-party websites or platforms, including clinics, WhatsApp, Telegram, Google, Meta/Facebook or other service providers.

We are not responsible for the content, privacy practices, terms or services of third-party websites or platforms.

## **12. Data protection**

We process personal data in accordance with our Privacy Policy and Cookie Policy.

Because dental enquiries may include health information and uploaded dental files, you will be asked to provide explicit consent before submitting dental/health information or uploaded files through our enquiry form.

By contacting us through WhatsApp or Telegram, you understand that communications will also be processed through those third-party platforms, subject to their own terms and privacy practices.

## **13. Our responsibility to you**

We will use reasonable care and skill when providing our own coordination and introduction service.

Wellertia is responsible only for the coordination and introduction service we provide. We are not a dental clinic and we are not responsible for dental treatment itself, including clinical diagnosis, clinical advice, urgency assessment, treatment planning, treatment suitability, treatment outcomes, aftercare, refunds, complaints about treatment, or the acts or omissions of independent dental clinics.

Any contract for dental treatment is between you and the relevant clinic. Clinic treatment fees are not Wellertia fees and do not form part of the value of Wellertia's service.

We are not responsible for the clinical content, timing, accuracy or decisions of independent clinics, but we will use reasonable care and skill when passing on information as part of our coordination service.

We are not responsible for the acts or omissions of third-party travel, accommodation, transport or local support providers.

We are not responsible for loss or issues caused by inaccurate, incomplete or misleading information provided by you.

To the fullest extent permitted by law, Wellertia is not liable for clinic treatment fees, repeat treatment costs, refunds, travel costs, accommodation costs, lost savings, loss of opportunity, indirect losses or consequential losses arising from treatment, clinic decisions or third-party services.

Nothing in these Terms excludes or limits liability where it would be unlawful to do so, including liability for fraud or for death or personal injury caused by negligence.

## **14. Your responsibility**

You are responsible for:

- reviewing clinic information carefully;
- asking the clinic any clinical questions before treatment;
- understanding the clinic's own terms, pricing, consent process and complaints process;
- considering whether treatment abroad is appropriate for your personal, travel, financial and practical circumstances;
- arranging valid travel documents, travel insurance and personal travel plans;
- checking passport, visa, entry and health requirements where relevant;
- attending appointments on time; and
- making your own final decision on whether to proceed, based on clinic advice and any independent advice you choose to obtain.

## **15. Suspension or refusal of service**

We may refuse, suspend or stop assisting with an enquiry where:

- information appears inaccurate, incomplete or misleading;
- the enquiry is inappropriate, abusive or unlawful;
- the user is seeking urgent or emergency support, which is outside the scope of our service;
- we cannot identify a potentially relevant clinic;
- the user refuses necessary consent for sharing information;
- the user asks us to provide clinical advice or urgency assessment; or
- continuing the enquiry would create legal, regulatory, operational, safety or misuse concerns.

## **16. Changes to these Terms**

We may update these Terms from time to time.

The latest version will be posted on the website with a new "Last updated" date.

## **17. Governing law and jurisdiction**

These Terms are governed by the laws of England and Wales.

The courts of England and Wales will have jurisdiction, except where consumer protection laws give you the right to bring proceedings elsewhere.

## **18. Contact**

For questions about these Terms, contact:

[hello@wellertia.com](mailto:hello@wellertia.com)

[enquiries@wellertia.com](mailto:enquiries@wellertia.com)

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