

Terms and Conditions - v1

meubel

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General Terms and Conditions In balans Dronten

1. Applicability

1.1 The General Terms and Conditions apply to every agreement between In balans Dronten and a client and the execution thereof.

2. Establishment of the agreement

2.1 An agreement is established at the moment that an appointment is made with the client for a treatment or to follow the Straight away program.

3. Obligation In balans Dronten

3.1. In balans Dronten assumes an obligation to make an effort when executing the agreement and will perform the treatments to the best of its knowledge and ability and in accordance with the requirements of good craftsmanship.

3.2. No treatment will be performed in the following contraindications:

- Pregnancy/or trying to become pregnant.
- Breastfeeding;
- Women with a copper coil;
- Heart and/or vascular diseases;
- Cardiac pacemakers and implanted defibrillators;
- Recent heart attack or stroke;
- Frequent bleeding;
- Recent thrombosis;
- Inflammations;
- Oedema, large fluid accumulations;
- Cancer;
- If you are younger than 18 years.

No facial treatment is possible for:

- Braces;
- Click dentures;
- Crowns;
- Implants.

Straight away cannot be started in the following contraindications:

- Pregnancy / or trying to get pregnant;
- Breastfeeding;
- In case of a liver condition, bile duct complaints, heart defect and kidneys (also in case of kidney stones);
- In case of diabetes type 1 and type 2 who use insulin;
- In case of eating disorders;
- In case of hypokalemia (lowered potassium level in the blood, potassium is very important for normal cell function);
- In case of severe depression;
- If you are younger than 18 years old;

4. Client's obligation

4.1 The client ensures that all data that may reasonably be important for the proper execution of the treatment are provided to In balans Dronten in a timely manner.

4.2 In any case, the following information is important and must be stated:

- Pregnancy / or trying to get pregnant;
- Breastfeeding;
- women with a copper coil;
- Heart and / or vascular problems;
- Cardiac pacemakers and implanted defibrillators;
- Recent heart attack or stroke;
- Frequent bleeding;
- Recent thrombosis;
- Inflammation;
- Oedema, large fluid retention;
- Cancer;
- Use of medication;
- If you are younger than 18 years old.

In any case, the following information is important and must be stated when following the Straight away program:

- Pregnancy / trying to become pregnant;
- Breastfeeding;
- In case of a liver condition, bile duct complaints, heart defect and kidneys (also in case of kidney stones);
- In case of diabetes type 1 and type 2 who use insulin;
- In case of metabolic disease;
- Use of medication;
- In case of hypokalemia (lowered potassium level in the blood, potassium is very important for normal cell function)
- If you are younger than 18 years old;

5. Liability

5.1 In balans Dronten is not liable for the results not achieved, since the result depends on many factors over which In balans Dronten has no influence.

5.2 In balans Dronten is not liable for loss, theft or damage to personal property brought by the client to the salon.

5.3 In balans Dronten is not liable for damage of any nature caused by the client relying on the client's provided and/or incomplete information.

5.4 In balans Dronten is not liable in a situation involving force majeure. Force majeure exists if a shortcoming is not attributable to the fault of In balans Dronten, nor is it attributable to it under the law, legal act or generally accepted views.

5.5 In balans Dronten is not liable for the goods delivered by Straight away and for the consequential damage resulting from the use of the products by Straight away.

6. Appointments

6.1 If the client is unable to attend an appointment, the client must report this to In balans Dronten as soon as possible, but no later than twenty-four hours prior to the appointment.

6.2 If the client fails to meet this obligation or fails to do so in a timely manner, In balans Dronten may charge the client the entire fee for the agreed treatment, except in the event of force majeure by the client.

6.3 If the client arrives later than the agreed time, In balans Dronten may shorten the lost time on the treatment and still charge the client the entire fee for the treatment.

6.4 In balans Dronten must report any cancellation of an appointment to the client as soon as possible, but no later than twenty-four hours prior to the appointment, except in the event of force majeure.

7. Personal data & privacy

7.1 The client provides In balans Dronten with all data during the first treatment, which In balans Dronten indicates is necessary or

which the client should reasonably understand is necessary for the careful execution of the treatment. 7.2 In balans Dronten records the client's personal data and processes it on a physical customer card. The measurement data is processed on a separate form.

7.3 In balans Dronten will destroy the form with the personal and measurement data two years after the end of the treatment.

8. Price and payment

8.1. In balans Dronten lists all prices of treatments and products. The stated prices of treatments include 21% VAT and

Straight away products include 9% VAT.

8.2. Offers in advertisements are valid for the indicated period and/or while stocks last.

8.3. The client pays:

- For a trial treatment or individual treatment: immediately after completion by debit card payment or cash;

- For a card: this is always paid in installments by debit card payment or cash.

8.4 Treatment only takes place in case of timely payment.

8.5 The cards automatically end after the last treatment.

8.6 There is no refund on once purchased cards and gift vouchers.

8.7 Gift vouchers are valid for one year, and start on the date of purchase.

8.8 The cards are personal and cannot be transferred to another person.

9. Validity of cards, subscriptions and gift vouchers

9.1 A package of 10 treatments is valid for 12 months.

9.2 A package of 13 treatments is valid for 12 months.

9.3 A package of 26 treatments is valid for 12 months.

9.4 The term of a gift voucher is valid for 12 months and starts on the date stated on the voucher itself.

10. Complaints

10.1 If the client has a complaint about the treatment, the complaint must be reported verbally and in writing to the owner of In balans Dronten as soon as possible, but within two weeks of discovery.

10.2 In balans Dronten must provide the complainant with an adequate response within five working days.

10.3 A complaint does not suspend a client's payment obligation.

11. Damage and/or theft

11.1 In balans Dronten has the right to claim compensation from the client if, the client damages furniture, equipment or products.

11.2 In balans Dronten always reports theft to the police.

12. Proper behavior

12.1 The client must behave in the salon according to the generally accepted standards.

13. Applicable law

13.1 Dutch law applies to every agreement between In balans Dronten and the client.

13.2 The general terms and conditions are published by In balans Dronten and are always read by the client.

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