



Terms and Conditions – M&A Reluxe Studio B.V.

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1. General

- 1.1. These terms and conditions apply to all treatments, services, gift cards, and agreements provided by M&A Reluxe Studio B.V., located at [address], registered with the Dutch Chamber of Commerce under number [KvK number].
- 1.2. By booking an appointment through our website, you agree to these terms and conditions.
- 1.3. The most recent version of these terms is available at

www.reluxestudio.nl/algemenevoorwaarden

2. Appointments & Cancellations

- 2.1. Appointments may be cancelled or rescheduled free of charge up to **24 hours before the scheduled treatment.**
- 2.2. Cancellations within 24 hours or no-shows will be charged **100% of the treatment fee.**
- 2.3. Business clients must cancel or reschedule in writing via email.

3. Payment & Pricing

3.1. Payment upon Booking

- 3.1.1. All treatments must be **paid in full at the time of booking via our website.**
- 3.1.2. **Cash or in-person card payments at the studio are not accepted.** Only pre-paid appointments are considered confirmed.

3.2. Accepted Payment Methods

- 3.2.1. The following online payment methods are accepted:

- **iDEAL**
- **Credit and debit cards** (e.g. Visa, Mastercard, Maestro)
- **Apple Pay**
- **Google Pay**

3.3. Surcharges & Legal Regulations

- 3.3.1. **No additional fees** are charged to **private clients** using the above payment methods, in accordance with the **PSD2 directive** (EU Payment Services Directive).
- 3.3.2. A **2.5% surcharge** applies to **business payments** made with corporate credit or debit cards. This fee is clearly indicated during checkout and on the invoice.
- 3.3.3. In the case of delayed payment on invoice, reminder fees and collection charges will apply.

3.4. Invoicing

- 3.4.1. An invoice is provided via email after the treatment has taken place.
- 3.4.2. Business clients on invoice terms have **14 days** to pay, unless otherwise agreed in writing.
- 3.4.3. The invoice clearly indicates whether the service was for private or business purposes.
- 3.4.4. Pre-paid bookings are automatically invoiced upon completion.

4. Health & Liability

- 4.1. Clients are responsible for providing accurate and complete health information relevant to their treatment.
- 4.2. Treatments at M&A Reluxe Studio B.V. are **not medical in nature** and are not a substitute for medical or therapeutic care.
- 4.3. M&A Reluxe Studio B.V. accepts no liability for physical or mental injury resulting from incorrect or incomplete information provided by the client.

5. Hygiene & Conduct

- 5.1. Both clients and staff must maintain a high level of personal hygiene.
- 5.2. Any form of inappropriate or sexual behavior will result in the **immediate termination of the session**, without refund.

6. Complaints Procedure

- 6.1. Complaints must be submitted **in writing via email within 7 days** after the treatment.
- 6.2. M&A Reluxe Studio B.V. takes all complaints seriously and will respond within a reasonable timeframe.

7. Privacy & Data Protection

- 7.1. M&A Reluxe Studio B.V. processes personal data in accordance with the **General Data Protection Regulation (GDPR)**.
- 7.2. Personal data is only used for administrative and treatment-related purposes.
- 7.3. Data is never shared with third parties without explicit consent.

8. Gift Cards

- 8.1. Gift cards are valid for **2 years from the date of issue**, unless stated otherwise.
- 8.2. Gift cards are **not exchangeable for cash** and are only valid for services or products offered by M&A Reluxe Studio B.V.
- 8.3. Any unused balance remains valid until the original expiry date; no refunds are given for partial use.
- 8.4. Gift cards fall under the **multi-purpose voucher** regulation; VAT is applied at the time of redemption.
- 8.5. Lost, stolen, or damaged gift cards are the responsibility of the holder. No replacements will be issued.

8.6. In the event of price changes, the remaining value of the card remains valid. Additional payment may be required.

9. Amendments to Terms and Conditions

9.1. M&A Reluxe Studio reserves the right to amend these terms and conditions at any time.

9.2. The most current version is always available on
www.reluxestudio.nl/algemenevoorwaarden

or can be requested by email.