



Code of Conduct for Clients of M&A Reluxe Studio B.V.

We highly value a safe, respectful, and professional environment for both our clients and staff. To ensure this, we ask all clients to adhere to the following code of conduct:

1. Age Requirement

- Treatments are only available to individuals aged 18 years and older. By booking an appointment, you confirm that you meet this age requirement.

2. Respectful Behavior

- We expect our clients to treat our staff and fellow clients with respect at all times.
- Offensive, intimidating, or inappropriate behavior will not be tolerated and may result in immediate termination of the treatment without refund.

3. Professional Nature of Treatments

- Our massages are professional and focused on relaxation, health, and well-being. Sexual acts, suggestive comments, or requests for sexual services are strictly prohibited.
- Our practitioners reserve the right to stop any treatment immediately if inappropriate behavior is observed.

4. Health and Hygiene

- We ask that you attend your appointment clean and refreshed.
- Please inform us in advance of any medical conditions, allergies, injuries, or other relevant information.
- If you show symptoms of contagious illness, we kindly ask you to reschedule your appointment.

5. Alcohol and Drug Use

- Clients under the influence of alcohol or drugs will not be treated and will be asked to leave the premises.

6. Cancellations and No-Shows

- Cancellations must be made at least 24 hours in advance.
- Failure to cancel on time or no-shows may result in charges in accordance with our general terms and conditions.

7. Privacy and Confidentiality

- We respect your privacy and handle your personal data in strict compliance with applicable privacy laws (such as GDPR).
- Photography, video recording, or any form of recording within the practice is not permitted without explicit consent.