

## **General conditions of Massage & Coaching Wassenaar:**

If you come for an appointment in the practice, I assume that you are aware of and agree to these terms and conditions.

Be in practice at the agreed time. Upon arrival I ask you to disinfect your hands with disinfectant and turn off your phone. If necessary, you can use the toilet.

During the first appointment I ask about your health and any injuries, to tailor the treatment to your question and the possibilities. I assume that you provide relevant information yourself. Of course, I will handle what you share with care and confidentiality (see also my privacy policy).

If you are being treated by a doctor, specialist, general practitioner, physiotherapist or by another care provider, please let them know that you will also come to me. This way we can complement each other well.

If you cannot come to your appointment, please let us know as soon as possible via a WhatsApp message. I will fully invoice an appointment that is canceled less than 24 hours in advance. I have reserved that time for you and it is not possible to schedule another appointment in the short term.

In practice you can pay by card ("pinnen") or pay directly via a so-called "tikkie" or "payment request" via what's app on the spot.

Although I do my best and act carefully, I am not liable for damage before / during / after the massage. I am also not liable for damage, theft or loss of personal belongings.

If you are dissatisfied, please report this immediately or at least as soon as possible. Then we look together for a solution that we both feel good about. If you find it difficult to start a conversation with me, I am affiliated with a complaints and disciplinary committee, PKZ, Klachtenportaal ZORG (<https://klachtenportaalzorg.nl/>), which gives you access to an independent complaints officer. PKZ can help you further.