

PediReflex – General Terms and Conditions

General Terms and Conditions – PediReflex

These general terms and conditions apply to all treatments, services, quotations and agreements of PediReflex, located at Forellendaal 282-286, 2553LM The Hague, registered with the Chamber of Commerce under number 94130345.

Article 1 – Definitions

PediReflex: the sole proprietorship providing pedicure and foot reflexology treatments and selling related products.

Client: the natural or legal person purchasing a treatment, service or product from PediReflex.

Agreement: any appointment, treatment, delivery of products or services between PediReflex and the client.

Products: all care and related products offered by PediReflex and sold exclusively in the practice.

Disputes Committee: the ProVoet disputes committee to which complaints may be submitted.

Article 2 – Applicability

1. These terms apply to all treatments, services, quotations, product deliveries and agreements between PediReflex and the client unless otherwise agreed in writing.

2. Deviations are only valid if confirmed in writing by PediReflex.

3. By making an appointment or purchasing a service or product, the client confirms acceptance of these terms.

Article 3 – Nature of the Services

1. PediReflex performs all treatments and deliveries with due care and professionalism in accordance with applicable laws and professional standards.

2. PediReflex is not a medical pedicure practice and does not perform medical pedicure treatments.

3. PediReflex does not treat high-risk feet, including conditions involving wound-healing problems, blood clotting disorders, reduced immunity or underlying medical conditions increasing the risk of complications.

4. Treatments are of a cosmetic and/or relaxing nature and are not a substitute for medical or paramedical care.

5. In case of medical complaints or uncertainty, the client is advised to consult a doctor or specialist.

6. PediReflex reserves the right to refuse treatment if required due to health considerations.

Article 4 – Health and Information Obligation

1. Clients must provide relevant medical information before treatment, including medication use, allergies, skin conditions or other circumstances relevant to treatment.

2. PediReflex may assume the information provided is correct and complete.

3. PediReflex reserves the right to refuse or terminate treatment if considered medically or hygienically irresponsible.

Article 5 – Appointments and Cancellation

1. Appointments may be made by telephone, e-mail, SMS or WhatsApp.

2. Cancellation or rescheduling should preferably be done through the same communication channels.

3. Cancellation or rescheduling must take place at least 24 hours before the appointment.

4. In case of cancellation within 24 hours or no-show, 100% of the treatment fee may be charged.

5. If the client arrives late, PediReflex may shorten the treatment while charging the full treatment fee. Arrivals later than 15 minutes may result in cancellation with the full fee charged.

Article 6 – Force Majeure

1. PediReflex recognizes force majeure if reasonably demonstrable and will not charge costs in such cases.

2. Force majeure includes illness, hospitalization, death of relatives, government measures, extreme weather conditions and other unforeseen circumstances.

3. Family or friends are expected to inform PediReflex if the client cannot cancel personally due to hospitalization, illness or death.

4. In the event of force majeure on the part of PediReflex, every effort will be made to inform the client as soon as possible and reschedule the appointment if possible.

5. In case of force majeure on the part of PediReflex, the client is not entitled to compensation.

Article 7 – Payment

1. Current prices are clearly displayed on the website and in the practice.

2. Offers are valid during the indicated period and/or while stocks last.
3. Price changes will be communicated in a timely manner.
4. Payment must be made immediately after treatment unless otherwise agreed.
5. Additional costs or treatment changes will be communicated in advance.

Article 8 – Products

1. Products are sold exclusively in the practice.
2. Products must be used according to instructions and/or PediReflex advice.
3. PediReflex is not liable for damage resulting from improper use.
4. Opened or used products cannot be returned for hygiene reasons unless there is a proven defect.
5. Complaints regarding products should be reported as soon as possible.

Article 9 – Hygiene and Conduct

1. PediReflex works according to applicable hygiene guidelines.
2. Clients are expected to maintain personal hygiene.
3. Inappropriate, aggressive or unacceptable behavior may lead to immediate termination of treatment without refund.

Article 10 – Contraindications

Treatment may be refused in the case of contagious diseases, flu, fever, open wounds, infections or skin softened by salicylic acid or similar substances.

Article 11 – Privacy and Data Processing

PediReflex processes personal data in accordance with the GDPR and only uses personal data for administrative and treatment purposes unless legally required otherwise.

Article 12 – Confidentiality

PediReflex is obliged to maintain confidentiality regarding all confidential information provided by the client unless disclosure is legally required.

Article 13 – Liability

1. PediReflex is not liable for damage caused by incorrect or incomplete information provided by the client.
2. Liability is limited to damage caused by intent or gross negligence, insofar as permitted by law.
3. Liability is limited to direct damage related to the agreement.
4. PediReflex is not liable for indirect damage or consequential loss.
5. Maximum liability is limited to the invoice amount of the treatment, service or assignment concerned.

Article 14 – Damage and Theft

Damage caused by the client to PediReflex property may be recovered from the client. Theft or violence will always be reported to the police.

Article 15 – Complaints

1. Complaints must be submitted in writing as soon as possible and no later than five working days after discovery.
2. PediReflex will attempt to resolve complaints in consultation with the client.
3. If no solution is found, complaints may be submitted to the ProVoet Disputes Committee.
4. The procedure provides a fair and binding resolution for both parties.

Article 16 – Applicable Law

1. Dutch law exclusively applies to all agreements.
2. Disputes shall be submitted to the competent court in the Netherlands unless otherwise agreed in writing or submitted to the ProVoet Disputes Committee.