

# Terms & conditions

## 1. General Provisions

These terms are applicable to all operations and transactions between The Menopause Club and her clients who have agreed to it. This company is registered at the Chamber of Commerce in Amsterdam. On a reference by the Client to its own or other general conditions this will not have any effect, unless their applicability has been expressly accepted by The Menopause Club.

## 2. Efforts

The Menopause Club will perform their services to their best knowledge and ability, on the basis of current knowledge. Furthermore The Menopause Club will inform its clients about financial consequences of treatments or services as well as any amendments or supplements to the treatments or services.

## 3. Reservations and cancellations

The Menopause Club uses an email and a computerised reservation -confirmation -and reminder system. If the reservation cannot go ahead for whatever reason, the client should inform The Menopause Club 12 hours in advance to the booked appointment. This can be done by phone or by email. If the client fails to timely inform The Menopause Club, the treatment may be billed for the full 100%. If the client arrives later than the agreed time at The Menopause Club, The Menopause Club may shorten the treatment but at the original price.

## 4. Prices and Payment

The Menopause Club states all prices of the treatments, merchandise and services on their confirmed email. The reported prices include VAT. Payments can be made in advance using the online booking system by IDEAL, Credit Card or Gift Voucher.

## 5. Personal data and privacy

The client provides The Menopause Club prior to the first treatment of a number of personal data necessary for carefully performing the treatments. The Menopause Club treats confidential data of the client according to the guidelines of the Data Protection Act. The Menopause Club will not provide the data of the client, sell or rent to third parties.

## 6. Liability

The Menopause Club is not liable for damage caused by incorrect and / or incomplete information provided by the client on relevant medical conditions, medication use, work or leisure. The Menopause Club is not responsible for loss, theft or damage to personal belongings.

## 7. Complaints

If the client has a complaint about the treatment, this should be notified right after the treatment or service to The Menopause Club via email within 24 hours. The Menopause Club will offer an appropriate solution.

If the client has a complaint about a product, this should be notified after purchase within one week by email. The Menopause Club will offer an appropriate solution.

## 8. Law

Any agreement between The Menopause Club and its clients is governed by Dutch law. These conditions are filed with the Chamber of Commerce in Utrecht.

### **The Menopause Club**

VAT Nummer: 239144594B01

KVK Nummer: 42073345