

salon de naturalité

General

The general terms and conditions apply to every offer, treatment, and transaction between Salon de Naturalité and their client.

1. The employee of Salon de Naturalité will execute the treatments to the best of their knowledge and ability.
2. The client ensures that all information that are unmissable for the proper execution of the treatment is communicated to the employee prior to the treatment.
3. The employee of Salon de Naturalité is not liable for damage, of any nature whatsoever, caused by the client relying on incorrect and/or incomplete information provided by the client.
4. The employee of Salon de Naturalité will inform the client about the financial consequences of the change in treatment.

Appointments

1. The client must report to Salon de Naturalité if they are prevented from attending an appointment as soon as possible, but no later than twenty-four hours prior to the appointment
2. If the client fails to comply with this obligation or fails to do so on time, Salon de Naturalité will charge the entire fee for the agreed treatment to the client.
3. If the client arrives in the salon more than five minutes later than the agreed time, the employee may shorten the time lost on the treatment and still charge the entire fee for the treatment to the client.
4. If the client arrives at the salon more than fifteen minutes later than the agreed time, the employee may cancel the entire appointment and still charge the entire fee for the treatment to the client.
5. If the client doesn't show up for the scheduled appointment, Salon de Naturalité will charge the entire fee for the treatment to the client.
6. Both parties do not have to comply with the obligations of Articles 2.1 to 2.5 if they are hindered by force majeure. In that case, the statutory rules regarding force majeure apply (Article 6:75 of the Dutch Civil Code).

Payment

1. The stated prices include 21% VAT.L
2. Offers in advertisements are valid for the specified duration and/or while stocks last.
3. Immediately after the end of the treatment, the client must pay for the treatment and any products in cash, debit card, or transfer.
4. All prices shown on this website/online are subject to change and/or errors.

Liability

1. Salon de Naturalité is not liable for damage of any nature whatsoever caused by the fact that the Salon de Naturalité employee relied on incorrect and/or incomplete information provided by the client about physical disorders, use of medication, work, and leisure activities.
2. Salon de Naturalité is not liable for loss, theft, or damage to personal property that the client has brought to the salon.

Specialization

1. Depending on your health insurance and their policy conditions, several treatments are fully or partially reimbursed by them.
2. The client pays the entire fee for the treatment to the employee of Salon de Naturalité.
3. The Salon de Naturalité employee will provide an invoice with the correct information for the health insurance.
4. The client is personally responsible for submitting the claim to the health insurance.

5. Salon de Naturalité is in no way responsible for the further processing of the declaration to the health insurance.

Complaints

1. If the client has a complaint about the treatment or a product, the complaint must be reported to the owner of Salon de Naturalité both in writing as soon as possible, within 1 week after treatment or product purchase.
2. If a complaint about the treatments is well-founded, Salon de Naturalité will perform the treatment again as agreed, unless this has become demonstrably pointless for the client and the client makes this known in writing.
3. If a complaint about the products is well-founded, Salon de Naturalité will reimburse the purchase price of the products in part or in full.

Giftcard/voucher

1. A gift voucher issued by salon de Naturalité cannot be exchanged for cash.
2. There is a validity limit of 1 year on the gift voucher.
3. To redeem the gift voucher, you must make an appointment with Salon de Naturalité by telephone/text or e-mail.

Warranty

1. Salon de Naturalité gives the client a week (7 days) guarantee on the treatment and products.
2. After treatment, the skin can react. The client will be informed of this during the treatment.
3. This warranty is invalid if:
 - The client has been informed by the employee about the result of the treatment and the duration of the effect of the treatment or products;
 - The client has used products other than those recommended by the employee;
 - The client has not followed the advice for home care;
 - The client has not followed the advice to seek medical help within five working days;
 - The client has not used the products according to the advice of the employee;
 - The client has not used the products according to the instructions for use.

Confidentiality

1. The employee is obliged to maintain the confidentiality of all confidential information that the client has communicated during the treatment.
2. Information is considered confidential if this has been stated by the client or if this follows from the nature of the information.
3. Confidentiality lapses if, based on a statutory provision or a court order, the employee is obliged to provide confidential information to third parties.

Damage and/or theft

1. Salon de Naturalité has the right to claim compensation from the client if the client damages furniture, equipment, or products.
2. Salon de Naturalité always reports the theft to the police.

Proper Conduct

1. The client should behave in the salon according to generally accepted standards.
2. If the client continues to show improper behavior after repeated warnings, the employee of Salon de Naturalité has the right to refuse the client access to the salon without a further statement of reasons.

3. Salon de Naturalité works according to the hygiene rules of the HAM code for beauticians.
4. The client is expected to adhere to the personal hygiene rules of the HAM code of beauticians.

Rights

1. Dutch law applies to every agreement between Salon de Naturalité and the client.
2. The general terms and conditions are published on the website.
3. The most recently published version or the version that applied at the time of the conclusion of the agreement always applies.