

Terms and Conditions – Masseurs Flevo Zen

1. Appointments and Cancellations

- Appointments can be cancelled or rescheduled free of charge up to 24 hours before the scheduled time. For cancellations within 24 hours before the appointment (or no-shows), 100% of the costs will be charged.

2. Payment

- Payment must be made in advance via an online payment.

3. Health and Liability

- The guest is responsible for providing accurate and complete (medical) information. This also includes timely notification of pregnancy and any potential risks.
- The guest must inform the masseur in advance if there is any pain or discomfort.
- If the guest experiences pain or discomfort during the treatment, this must be reported to the masseur immediately.
- The massages are intended solely for relaxation and the reduction of muscle tension.
- The massages are not a substitute for medical treatment and should not be regarded as medical examination or diagnosis.
- Flevo Zen and its masseurs are not liable for any damage resulting from withholding information or providing incorrect information.

4. Hygiene and Conduct

- Both the guest and the masseur are responsible for maintaining good personal hygiene.
- Inappropriate behaviour will result in the immediate termination of the treatment without the right to a refund.

5. Reimbursement through health insurance

- Some massage therapists may offer reimbursement through supplementary health insurance. Ask the therapist on-site to confirm this.

6. Applicable Law

- These terms and conditions are governed exclusively by Dutch law.