

Terms and Conditions – LG-Skin Clinic

Chamber of Commerce (KVK): 71252371

Registered Address: H. Marsmanplantsoen 13, 2548 EJ, Den Haag, The Netherlands

1. General Provisions

These Terms and Conditions apply to all services offered by LG-Skin Clinic. By booking an appointment, you agree to be legally bound by the following terms. These provisions are in accordance with Dutch law and protect both the client and the service provider.

2. Appointments and Arrival

Clients are kindly requested to arrive at the clinic on time. Upon arrival, you may be asked to wait briefly in the designated area. Please maintain silence out of respect for other ongoing treatments.

Late arrivals exceeding 15 minutes may result in cancellation of the appointment without refund. Full charges will apply.

3. Cancellation and Rescheduling Policy

- Cancellations must be made **at least 24 hours in advance** of the scheduled appointment.
- Cancellations made **within 24 hours** will incur the **full cost** of the scheduled treatment.
- Rescheduling is allowed **up to 24 hours** before the appointment. Requests made after this period will not be accepted.
- Failure to attend a booked appointment (no-show) without prior notice will result in the **full amount** being charged and may restrict future bookings.

4. Deposits and Prepayments

For select services, including long-duration or group treatments, LG-Skin Clinic reserves the right to request a **non-refundable deposit** to confirm the booking. This amount will be deducted from the final bill.

5. Children and Pets

- For health and safety reasons, **children are not allowed** in treatment areas unless they are receiving a service and accompanied by a legal guardian.
- **Pets are not permitted** inside the premises, with the exception of certified service animals.

6. Payment Terms

Accepted methods of payment include **cash, PIN, credit cards, and online payment applications. Cheques are not accepted.** All treatments must be paid in full immediately following the appointment, unless otherwise agreed in writing.

7. Group Bookings

Group reservations require prior notice and may involve partial or full prepayment. Any changes or cancellations must be communicated at least **48 hours in advance**.

8. Guarantee and Complaints

LG-Skin Clinic offers a **24-hour satisfaction guarantee** for specific treatments (e.g., lash extensions, lash lifts, PMU). If you experience a problem within this time frame, please contact us immediately.

Complaints made **after 24 hours** from the treatment will not be eligible for rectification or refund.

9. Liability Disclaimer

While all treatments are carried out with the utmost care, LG-Skin Clinic shall not be held liable for any adverse reactions, injuries, or dissatisfaction resulting from the services provided. It is the client's responsibility to disclose relevant medical information prior to the treatment.

10. Modifications to Terms

LG-Skin Clinic reserves the right to modify these Terms and Conditions at any time without prior notice. The most current version will always be available on the official website. Continued use of our services constitutes acceptance of the revised terms.

11. Privacy and Data Handling

Personal data collected during the booking process is handled with strict confidentiality and in accordance with the General Data Protection Regulation (GDPR). For more details, refer to our Privacy Policy.

12. Governing Law and Jurisdiction

All agreements and disputes shall be governed by the laws of The Netherlands. Any disputes arising shall be submitted to the competent court in The Hague.

By booking an appointment or using any of our services, you acknowledge and accept these Terms and Conditions.