

Terms & Conditions

Freedom of Movement: Massage & Bodywork
(Revised January 2026)

1. General

These Terms & Conditions apply to all offers, services, quotations and agreements between Freedom of Movement: massage & bodywork and its clients, unless explicitly agreed otherwise in writing.

2. Rates and Payments

2.1 Rates

- **Private clients:** Prices for services are fixed per session or package and are published on the website.
- **Business clients:** Rates are agreed upon in advance and confirmed in writing.
- All prices clearly state whether they are inclusive or exclusive of 21% VAT.
- Freedom of Movement: massage & bodywork reserves the right to adjust prices. Any changes will be communicated at least **30 days in advance**. Agreed prices for ongoing packages remain valid until completion, unless otherwise agreed.

2.2 Payment Terms

- Payment must be made within **14 days** of the invoice date.
- For Memberships (or the first instalment) payment is made on the first working day of the month. For bundles or packages payment is made at the time of purchase. For one-off massage sessions, payment is made on the day of the massage.

- Payment in instalments is possible by prior agreement.
- In case of late payment, reasonable administrative and/or legal collection costs may be charged.

3. Services

- Freedom of Movement: massage & bodywork provides massage, bodywork and related wellbeing services.
- Any changes to agreed services may result in adjustments to the scope or price and will be discussed in advance.
- Services are concluded at the end of the booked session, package or agreed period.

4. Cancellation Policy

Private Clients

- Appointments can be cancelled or rescheduled **free of charge up to 24 hours** before the appointment.
- Cancellations or changes within 24 hours will be charged at **100% of the session fee**.
- If a client arrives more than **15 minutes late**, the appointment may be cancelled and charged in full.
- No-shows without notice will be charged in full.

Business Clients

- The same cancellation terms apply unless otherwise agreed in writing.

Force Majeure

- In exceptional circumstances (force majeure), Freedom of Movement: massage & bodywork may decide to waive cancellation fees at its own discretion.

5. Confidentiality & Data Protection

- Freedom of Movement: massage & bodywork treats all client information as confidential.
- Personal data is processed in accordance with the **General Data Protection Regulation (GDPR)**.
- The privacy policy is available on the website.

6. Liability

- Freedom of Movement: massage & bodywork provides services on the basis of a **best-effort obligation**.
- The business is not liable for damage or complications unless caused by gross negligence or intent.
- Any liability is limited to the amount charged for the service or the coverage provided by the professional liability insurance.



7. Additional Provisions

7.1 Disclaimer – Bodywork & Wellbeing

Massage and bodywork are not a substitute for medical diagnosis or treatment. Clients are advised to consult a GP or medical professional for medical concerns.

7.2 No Guarantee of Results

Freedom of Movement: massage & bodywork cannot guarantee specific outcomes. Results may vary depending on individual circumstances and client participation.

7.3 Complaints Procedure

Complaints will be handled according to the complaints procedure published on the website.

7.4 Intellectual Property

All materials, content and documentation provided by Freedom of Movement: massage & bodywork remain its intellectual property and may not be reproduced or shared without written permission.

7.5 Force Majeure

Freedom of Movement: massage & bodywork is not liable for failure to meet obligations due to force majeure, including but not limited to natural disasters, illness, or government restrictions.

7.6 Amendments to Terms

Freedom of Movement: massage & bodywork reserves the right to amend these Terms & Conditions. Changes will be communicated at least **30 days in advance**.

7.7 Applicable Law

All agreements are governed by **Dutch law**. Any disputes will be submitted to the competent court in the district where Freedom of Movement: massage & bodywork is established.