# **B.HACKING STUDIO – SERVICES TERMS & CONDITIONS**

These Terms & Conditions apply to all session packages purchased for individual treatments at **B.Hacking Studio GmbH**, Huebweid 1, 6340 Baar, Switzerland. By purchasing a session package or booking a treatment, the client confirms they have read, understood, and accepted the following terms.

## **1. GENERAL TERMS**

* Session packages are **personal and non-transferable**.
* Clients must be **18 years or older**.
* Packages are valid for **a limited time** (typically 3 months unless otherwise stated) from the date of purchase.
* Unused sessions **expire** at the end of the validity period and cannot be refunded or extended.
* B.Hacking Studio reserves the right to update package offerings, pricing, validity periods, and service availability with prior notice.
* These packages are separate from membership plans and do not include additional member benefits or discounts unless explicitly stated.

## **2. BOOKING & USAGE POLICY**

* All sessions must be **booked in advance** through the studio’s online booking system.
* **Session availability is not guaranteed**, especially during peak hours; early booking is advised.
* A maximum of **three different treatments per day** is allowed.
* To ensure effective use and recovery, the **same device may not be used more than once per day**.
* Packages are sold for specific devices and may not be exchanged or transferred to other treatments once purchased.

## **3. CANCELLATION & NO-SHOW POLICY**

* Appointments must be cancelled or rescheduled **at least 12 hours in advance**.
* Cancellations made less than 12 hours prior to the scheduled time will result in the session being **counted as used**.
* **No-shows** (missed sessions without cancellation) will be counted as used and are **non-refundable**.
* In the event of repeated no-shows or late cancellations, B.Hacking Studio reserves the right to limit future bookings or access.

## **4. PAYMENT & REFUND POLICY**

* All packages must be **paid in full at the time of purchase**.
* Payments are **non-refundable** unless in the case of documented medical emergencies or other exceptional circumstances, subject to review and approval by B.Hacking Studio.
* Packages may not be paused, transferred, or shared.
* Refunds, credits, or substitutions are not granted for expired or unused sessions.

## **5. STUDIO RULES & CONDUCT**

* Clients are expected to follow all **studio policies**, **hygiene protocols**, and **staff instructions** at all times.
* B.Hacking Studio reserves the right to refuse access or terminate package use in cases of inappropriate behavior, non-compliance, or abuse of services.
* Temporary closures may occur due to holidays, maintenance, or unforeseen situations; affected clients will be notified in advance where possible.

## **6. LIABILITY & MEDICAL DISCLAIMER**

* Clients participate in treatments **at their own risk**.
* B.Hacking Studio is **not liable** for injuries, side effects, or adverse health outcomes arising from the use of its services.
* Clients affirm they are in **good general health** and are encouraged to consult a healthcare professional before beginning any new wellness treatment.

## **7. INSURANCE REIMBURSEMENT**

* Some treatments may be **eligible for reimbursement** through private or supplementary health insurance.
* B.Hacking Studio makes **no guarantee** of reimbursement and advises clients to confirm eligibility with their insurer.

## **8. DATA PROTECTION & PRIVACY**

* Personal data is collected solely for scheduling, communication, and client management purposes.
* Data will not be shared with third parties without prior consent.

## **9. ACCEPTANCE OF TERMS**

By purchasing a session package or booking a treatment, clients confirm that they:

* Have read and understood these Terms & Conditions
* Agree to comply with all studio policies and usage guidelines
* Accept all associated risks and limitations of the services
* Understand that these Terms & Conditions may be updated periodically with reasonable notice
* **Acknowledge that payment for the selected package constitutes acceptance of this agreement and serves as a digital signature**