Zen King massage services provides the ideal balance to your massage needs. In just a few minutes, your living room will transform into a private spa salon where you can lay down relax and enjoy your Zen moment!

# Terms & Conditions

***By making an appointment for a massage or therapy, means that you have read and agree to the terms of service and conditions below.***

Our terms & conditions applies to everyone who uses our services. Please take a moment of your time and read our policy before you book an appointment or purchase our services. Services means any products, goods/promos and offers for purchase or booking via our webpage or access our social media business accounts. If you do not agree to our terms & conditions, you should not use any of our services.

## Our services

**1. Appointment**
Personal information
When you are making an appointment, your email, address/zip code and telephone number are required for our administration. Birthdate is optional, all though it's beneficial for a discount. You are required to show your ID to benefit from the discount.

Alert: Birthday discount is only valid for 30 days (1month) to the birthday person.

**2. Reservation date**
Our booking system enables you to reserve and pay in advance for your chosen service. Additional service or last minute extend massage time will be charged after your session.

Alert: last minute requests fee cost more than a regular in advanced booking price.

**3. Health**
We are not healthcare providers nor we provide any medical advice or treatment. The services we provide to you are not intended to diagnose and treat pre existing medical conditions (such as illness, pathological, acute or chronic complaints). In certain cases, we may decline your therapy session and refer you to your doctor/specialist. At Zen King massage we strive to increase your health and physical awareness, self-knowledge and insight about self care and welfare. Our masseurs encourage you to communicate in advance about any medical or health related conditions before receiving your massage (for example allergy information and health issues).

Alert: Health insurers increasingly recognize the importance of massage for physical and mental health. There are reasonable reimbursement options for massages within the treatment of a physiotherapist. Within alternative medicine, massages are reimbursed to a limited extent with additional health insurance. Unfortunately, it is **not possible to reimburse the massage fees** by insurers with Zen King massage services.

**4. Code of conduct**
Mutual respect goes both ways between you and the employee during a massagesession. The essence of massage therapy is to get closer to yourself and understand your feelings and emotions and physical needs. Our goal is to offer a balance between your feelings and mind thus increasing your opportunities for change and growth. During each therapy session the massage will always focuses on relaxation and/or muscle sore and pain relief. The main focal point is the holistic approach. Holistic massage therapy has a deeper essence.

All the massages are given as described in the treatments. At Zen King massage services there are **no erotic,** **tantric** or **yoni** services. It is forbidden at all times to touch our masseurs! After one warning, the masseur has the right to cancel the massage immediately and to charge the full amount. In addition, we will report to the police and place your account on our block list.

**5. Gift cards**

1. Gift vouchers resale are prohibited.
2. Gift vouchers are not redeemable for cash.
3. Gift vouchers are not to combine with other vouchers (for example: free massage gift card).
4. Gift vouchers are not valid to combine with other promos or offers (for example: discount deal)
5. A refund of the purchase amount is not possible.
6. Booking with gift voucher requires a digital code. Choose our service E-giftcards/Birthday discount. Before you summit your reservation, be sure to enter your gift card digital code in the comment section.
7. All gift cards are valid for 1 year.

**6. Cancellations & Booking rearrangement**
In certain circumstances you may have the right to cancel or rearrange your session free of charge. Appointments booked for the same day can be moved or canceled free of charge within 2 hour of booking.

Our policy:

* Cancellation of 24 hours or more, your refund is 100%.
* Cancellation within the 24 hours to 2 hours threshold, your refund is 50%.
* Cancellation less than 2 hours, your refund is 0%.

Alert: For a refund, please contact us via our webpage contact form (the administration fee € 0.50 is not refundable).

**7. Service location**
Our services are provided for everyone who lives within the province of South-Holland, the Netherlands. All cities and villages get the same price with no extra charge (gas/km). It may be also possible to book for a massage outside of South-Holland, the Netherlands. In that case it falls under the category of events and special occasions.

**8. Events & Special occasions**
Our services are provided for everyone around the Netherlands. For all events or Special occasions we offer chair massage (15min & 30min) or relaxation massage (30min, 45min, 60min). To ensure you an unforgettable moment a reservation must be made in advance (minimum 1 month). For more info contact us via our contact forum on our webpage.