



## General Terms and Conditions Huidzorg Delft

Huidzorg Delft uses the following general conditions.

Note that this is a translation for reference, in the event of a discrepancy between this and the original Dutch version, the Dutch version will prevail.

### Terms and Conditions:

1. General 1.1. In these conditions Huidzorg Delft is understood to mean: Huidzorg Delft, a practice for skin and edema therapy with the head office located at Plein Delftzicht 56, 2627 CA Delft and the skin therapists associated with Huidzorg Delft. The skin therapists affiliated with Huidzorg Delft are members of the Dutch Association of Skin Therapists (NVH) and work in accordance with the NVH's current Professional Code. 1.2. In these conditions, "client/patient" means the person who agrees to treatment with Huidzorg Delft. 1.3. In these conditions, "client/patient" is also understood to mean their legal representative. 1.4. These conditions are part of every agreement between the client/patient and Huidzorg Delft. 1.5. These conditions also apply in the event Huidzorg Delft involves third parties for the execution of the assignment. 1.6. The Medical Treatment Act also applies to a medical treatment agreement (ex Boek 7, titel 7, afdeling 5 of the Dutch Civil Code) between Huidzorg Delft and the client/patient. 1.7. The effect of Article 7: 404 and Article 7: 407 paragraph 2 of the Dutch Civil Code is expressly excluded.

2. Agreement 2.1. The agreement between Huidzorg Delft and the client/patient includes the assignment of the client/patient to Huidzorg Delft for medical treatment or not. 2.2. Huidzorg Delft is entitled not to respond to an unreasonable desire of the client/patient and may refuse to perform a treatment. 2.3. Cancellation or suspension of the agreement is possible if the client/patient behaves improperly or inappropriately towards Huidzorg Delft or its employees or volunteers working there and/or towards fellow patients or their visit.

3. Consent 3.1. The client/patient grants permission to Huidzorg Delft prior to the execution of the treatment agreement. 3.2. Huidzorg Delft can require the client/patient to confirm his consent in writing. 3.3. The permission of the client/patient also includes the authority of Huidzorg Delft to engage supporting persons and to accept any limitation of liability of supporting persons on behalf of the client/patient. Huidzorg Delft is not liable for the choice of the supporting person nor for any shortcomings of this supporting person, except in the case of intentional or deliberate recklessness of Huidzorg Delft. 3.4. In the event that the client/patient refuses or withdraws consent, Huidzorg Delft will not (or no longer) perform treatment.

4. Information. The client/patient must inform and keep Huidzorg Delft aware of all information that is necessary for the proper execution of the agreement.

5. Rates and health insurance 5.1. Rates are valid for a calendar year, unless expressly agreed otherwise in writing, and can be adjusted annually. 5.2. The client/patient himself ensures that he is aware whether and to what extent his insurer reimburses the treatment. Furthermore, it is the responsibility of the client/patient whether or not to invoice invoices to his insurer.

6. Payment 6.1. After receiving the invoice from Huidzorg Delft, the client/patient will ensure full payment within 14 days of the date on the relevant invoice of Huidzorg Delft, stating the invoice number. 6.2. Regardless of whether the invoice is reimbursed by the insurer, the client/patient is always obliged to pay the invoice in full and on time. 6.3. Payments are first deducted from the oldest outstanding invoices. 6.4. If the client/patient does not pay the invoice on time and/or in full, it is in default. Huidzorg Delft is then entitled to charge the statutory interest on the invoice amount, or the remainder thereof, to the client/patient. In that case, Huidzorg Delft is also authorized to (have others) take collection measures. The costs associated with the collection (including the extrajudicial costs and other costs) are for the account of the client/patient. 6.5. In the event of payment arrears, Huidzorg Delft is authorized to suspend further treatment or to carry it out only against constant payment, unless informed of the payment arrears, the need for skin therapeutic treatment or the urgency to do so. 6.6. The payment obligation is not suspended because the client/patient files a complaint against Huidzorg Delft about the invoice and/or the treatment, unless Huidzorg Delft agrees to the suspension of the payment obligation. 6.7. The payment obligation does not lapse if the client/patient terminates the agreement or requests Huidzorg Delft to transfer the treatment to another person.

7. Cancellation 7.1. In the event that the client/patient is unable to make an appointment, he must cancel this at least forty-eight (48) hours in advance at Huidzorg Delft. An appointment on a Monday should be cancelled before 12:00 on the Friday prior to the appointment. 7.2. If the client/patient does not cancel or fails to do so in time, the skin therapist may charge the treatment fee in whole or in part. 7.3. Appointments can only be cancelled by telephone or e-mail. The cancellation will be registered by Huidzorg Delft as the moment when the client/patient makes a call, records the answering machine message or when the e-mail message is received by Huidzorg Delft.

8. Liability. If an event occurs during the treatment, inclusive of the non-performance, incomplete or late performance of a treatment, which leads to liability of Huidzorg Delft, this liability is limited to the amount to which the liability insurance taken out by Huidzorg Delft is entitled. Huidzorg Delft is however not liable in the event that at the time when the event occurs, the client/patient is in default with the fulfilment of any obligation towards Huidzorg Delft.

9. Complaints 9.1. In the event of dissatisfaction or a complaint from the client/patient about the treatment by Huidzorg Delft, the patient must report this to Huidzorg Delft as soon as possible. Huidzorg Delft and the client/patient then both make an effort to find a solution in this regard. 9.2. If a solution proves impossible, the client/patient can turn to the internal complaints committee of the NVH: the Patient Advice Committee (PAC). This committee will mediate between Huidzorg Delft and the client/patient. 9.3. If mediation by the PAC does not lead to a solution, the client/patient can turn to the National Paramedics Complaints Committee first line ([www.paramedisch.org](http://www.paramedisch.org)).

10. Nullity. In the event that any provision of these conditions is void or voidable, this does not affect the validity of the other provisions.

11. Applicable law. Only Dutch law applies to the agreement concluded between Huidzorg Delft and the client/patient, and to any further agreements concluded in implementation thereof.

12. Changes 12.1.1. Huidzorg Delft reserves the right to change these conditions at any time. 12.1.2. Changes will be notified to the client/patient in writing or electronically via the website ([www.huidzorgdelft.nl](http://www.huidzorgdelft.nl)) and will take effect one (1) month after the date of that announcement, unless stated otherwise in the announcement. If the client/patient does not objectively object to the change in the conditions within one (1) month after the date of the announcement, the

client/patient is deemed to have accepted the change. If the client/patient objects within one (1) month of the date of the notification to the amendment of the conditions, stating reasons, this constitutes a ground for termination of the agreement.