

NIKYXI

Mobile Massage · Aromatherapy · Holistic Wellness

Terms & Conditions · Company Policy · Cancellation Policy

Amsterdam, The Netherlands

www.nikyxi.nl

About Nikyxi

Nikyxi is a premium mobile massage, aromatherapy and holistic wellness practice based in Amsterdam, operated by a single qualified practitioner. We bring professional, therapeutic treatments to clients in their home, hotel or workplace, with care taken to create a calm and restorative experience.

Nikyxi provides holistic treatments only. Our work is strictly therapeutic and wellness focused. We do **not** offer sensual, erotic or sexual services of any kind, and requests of that nature will not be tolerated under any circumstances (see *Section B.3 — Professional Boundaries & Zero-Tolerance Policy*).

By booking a treatment with Nikyxi, you confirm that you have read, understood and agree to the Terms & Conditions, Company Policy and Cancellation Policy set out in this document. We may update these documents from time to time; the version in force is the one published at www.nikyxi.nl at the time of booking.

A. Terms & Conditions

A.1 Scope of Services

- Nikyxi provides massage therapy, aromatherapy and holistic wellness treatments delivered on a mobile basis at a location agreed with the client.
- All treatments are therapeutic and relaxation focused. They are intended to support general wellbeing and are not a substitute for medical, psychological or other professional healthcare.
- The specific treatment, duration and price are confirmed at the time of booking. Nikyxi reserves the right to adjust the treatment plan on the day where this is necessary for your safety or comfort.

A.2 Bookings & Confirmation

- Bookings can be made via the channels listed on our website. A booking is confirmed only once you have received written confirmation (e.g. by email, WhatsApp or message) of the date, time, location and treatment.
- A deposit may be required to secure certain bookings, particularly first-time appointments, premium treatments and bookings outside standard hours. Where charged, the deposit is applied to the final balance.
- You must be 18 years or older to book a treatment. Nikyxi may request proof of age and identity.
- **Accurate client information.** You must provide accurate, complete and consistent identification and contact details when booking, including your full name, date of birth, telephone number and email address, and these must correctly identify who will be attending the appointment. Nikyxi may decline, cancel or refuse to confirm any booking where the information provided is incomplete, inconsistent across bookings, or cannot be verified.
- **Bookings involving male clients.** Female clients are always welcome to book individually. As a lone mobile practitioner attending private addresses, Nikyxi asks that bookings involving a male client be made either as a couple's or group booking with a female client, or where another person will be present at the property for the duration of the appointment. Where a booking is made by a single male client without these conditions being met, Nikyxi may request additional identity verification (see "Accurate client information" above) and reserves the right to decline or cancel the booking where this cannot be confirmed to Nikyxi's reasonable satisfaction.

A.3 Service Area, Travel & the Treatment Space

- **Location.** Treatments take place at the address you provide. You confirm that you are entitled to receive guests at that address and that it is safe and lawful to do so.
- **Suitable space.** You agree to provide a clean, private, warm and adequately lit space with room to set up a massage table, together with access to a washroom and hand-washing facilities.
- **Travel & parking.** A travel charge may apply depending on the location. Where paid parking is the only option, reasonable parking costs may be added to your invoice. Please advise of access details (entry codes, floor, lift, parking) when booking.
- **Presence of others.** For the comfort and safety of all parties, the treatment room should be private. Children, pets and other persons should not be present in the treatment space during the session unless agreed in advance.

A.4 Health, Medical Disclosure & Contraindications

- You agree to complete any health/intake questionnaire honestly and to disclose any medical conditions, injuries, allergies (including to essential oils or carrier oils), pregnancy, medications or other circumstances relevant to your treatment.
- Certain conditions are contraindications to massage or aromatherapy. Nikyxi may decline, modify or shorten a treatment on health and safety grounds, and may recommend that you obtain clearance from your doctor first.

- Treatments are not intended to diagnose, treat, cure or prevent any illness or medical condition. If you have a medical concern, please consult a qualified healthcare professional.
- Aromatherapy blends contain essential oils. A patch test may be offered. Please inform the practitioner immediately of any discomfort, irritation or reaction during a treatment.

A.5 Pricing & Payment

- Prices are as quoted at the time of booking and are stated in euros (€). Current prices for individual treatments, packages, memberships and gift vouchers are published on our website.
- Payment is due on completion of the treatment unless otherwise agreed in writing. Accepted payment methods are confirmed at booking.
- Gift vouchers are subject to their own terms printed on the voucher, including validity period. Vouchers are non-refundable and non-exchangeable for cash.
- Where a cancellation, late-arrival or no-show fee applies under the Cancellation Policy (Section C), it becomes payable in accordance with that policy.

A.6 Punctuality

- Please be ready at the agreed start time. The treatment ends at the scheduled finishing time; if it begins late through no fault of the practitioner, the session may be shortened accordingly while the full fee remains payable (see Section C.4).

A.7 Conduct & the Right to Refuse or End a Session

- Treatments are provided on the basis of mutual respect and professionalism. Nikyxi treats every client with courtesy and expects the same in return.
- **Right to refuse or terminate.** The practitioner may decline to begin, or may end a treatment at any time, where she considers it unsafe, inappropriate or in breach of this document — including, without limitation, any sensual or sexual request or behaviour (Section B.3), intoxication, aggression, incomplete, inconsistent or unverifiable client information (Section A.2), or an unsuitable or unsafe environment.
- Where a session is ended for any such reason attributable to the client, the full treatment fee remains payable and no refund is due.

A.8 Liability

- Nikyxi takes all reasonable care in delivering its services. To the extent permitted by Dutch law, Nikyxi is not liable for any indirect or consequential loss, or for any adverse effect arising from information you failed to disclose.
- Nothing in these terms limits or excludes liability that cannot lawfully be limited or excluded, including liability for death or personal injury caused by negligence.
- You are responsible for the safety and security of your own premises and property during the visit.

A.9 Privacy & Data Protection

- Nikyxi processes personal and health data in accordance with the EU General Data Protection Regulation (GDPR / AVG). Health information is collected only to provide your treatment safely and is kept confidential.
- Personal data is stored securely, used only for the purposes for which it was collected, and is not shared with third parties except where required by law or with your consent.
- You have the right to access, correct or request deletion of your personal data. Requests can be made via the contact details on our website. A separate Privacy Statement may provide further detail.

A.10 Photography & Marketing

- Nikyxi will never photograph or record you during a treatment. Any use of testimonials or imagery for marketing purposes takes place only with your explicit, separate consent, which you may withdraw at any time.

A.11 Governing Law

- These Terms & Conditions, the Company Policy and the Cancellation Policy are governed by the laws of the Netherlands. Any disputes will be subject to the jurisdiction of the competent Dutch courts.

B. Company Policy

B.1 Our Ethos

Nikyxi exists to offer genuine rest, balance and care through professional holistic treatment. Every appointment is approached as a calm, respectful and confidential space dedicated entirely to the client's wellbeing. We hold ourselves to high standards of professionalism, hygiene and integrity, and we ask clients to share in maintaining that environment.

B.2 Professional Standards

- Treatments are delivered by a trained practitioner who maintains appropriate qualifications and continues to develop her practice.
- All equipment, linens and tools are cleaned and sanitised between clients. Fresh linens are used for every treatment, and high standards of personal and equipment hygiene are maintained at all times.
- The practitioner reserves the right to reschedule if she is unwell, in order to protect the health of clients (see Section C.5).

B.3 Professional Boundaries & Zero-Tolerance Policy

Nikyxi provides holistic, therapeutic treatments only. Our services are strictly non-sexual and non-sensual. We do not, under any circumstances, offer erotic, sensual or sexual massage or any service of that nature.

Zero tolerance. Any request, comment, suggestion, gesture or behaviour of a sexual or sensual nature — whether at the time of booking, before, during or after a treatment — will not be tolerated. This includes inappropriate touching, exposure, propositions or suggestive language directed at the practitioner.

- **Immediate consequences.** Where such conduct occurs, the practitioner will end the treatment immediately and leave. The full treatment fee remains payable in such cases and no refund will be given.
- **Future bookings.** Nikyxi reserves the right to permanently refuse service to any individual who engages in such conduct.
- **Reporting.** Serious misconduct, threats or assault may be reported to the police. Nikyxi cooperates fully with the authorities where appropriate.

This policy exists to protect the safety, dignity and professionalism of both the practitioner and our clients. Booking a treatment confirms your understanding and acceptance of it.

B.4 Mutual Respect & Conduct

- Clients are asked to treat the practitioner with courtesy and respect, to maintain personal hygiene before a treatment, and to communicate openly about comfort, pressure and any concerns during the session.
- Appropriate draping/covering is used throughout every treatment. You will only ever be undraped to the extent necessary for the area being worked on, and your modesty and comfort are protected at all times.
- You may pause or stop a treatment at any time, for any reason, simply by saying so.

B.5 Safe Working Environment

- As a mobile practice, Nikyxi enters clients' private spaces. The practitioner is entitled to a safe, sober and respectful working environment and may decline or leave any situation that does not meet this standard.
- Alcohol or recreational drug use before or during a treatment is not permitted, as it is unsafe for massage and aromatherapy.

- For the practitioner's personal safety while working alone in private locations, additional booking conditions apply to solo male clients (see Section A.2, "Bookings involving male clients").

B.6 Confidentiality

- All information shared with Nikyxi — personal, health-related or otherwise — is treated as strictly confidential and handled in line with Section A.9.

B.7 Inclusivity & Non-Discrimination

- Nikyxi welcomes clients of all backgrounds, identities and abilities, and does not discriminate. We equally expect respectful, non-discriminatory conduct from clients toward the practitioner.
- The booking conditions set out in Section A.2 for solo male clients are a personal-safety measure for a lone practitioner working in private locations, applied on that basis, and are not intended as a reflection of any client's identity.

C. Cancellation Policy

Because Nikyxi is a single-practitioner mobile practice, every booking reserves dedicated time and travel that cannot easily be re-filled at short notice. The following policy keeps cancellations fair for everyone. To cancel or reschedule, please contact us as early as possible using the details on our website.

C.1 Cancellation & Rescheduling by the Client

- **More than 48 hours' notice:** free of charge. You may cancel or reschedule at no cost, and any deposit is refunded or carried over.
- **24 to 48 hours' notice:** 50% of the treatment price is payable. Any deposit may be applied to this amount.
- **Less than 24 hours' notice:** 100% of the treatment price is payable.
- Notice is counted from the time we receive your message to the scheduled start time of the appointment.

C.2 No-Shows

- If the practitioner cannot gain access at the agreed time and location, or no one is present at the appointment, this is treated as a no-show and 100% of the treatment price is payable.
- The practitioner will wait a reasonable period (normally up to 15 minutes) and attempt to make contact before treating the appointment as a no-show.

C.3 Deposits

- Where a deposit has been paid, it is applied to the balance of a completed treatment, refunded in full for cancellations made more than 48 hours in advance, and otherwise applied toward any cancellation, late-arrival or no-show fee due under this policy.

C.4 Late Arrival / Reduced Time

- If the practitioner is delayed for reasons within her control, you will receive your full treatment time or a fair adjustment.
- If the start is delayed for reasons within the client's control (e.g. not being ready, or access problems), the session may be shortened so that it still ends at the scheduled time, and the full price remains payable.

C.5 Cancellation by Nikyxi

- If Nikyxi must cancel — for example due to illness, an emergency or unsafe travel conditions — you will be offered the earliest possible alternative appointment or a full refund of any amount paid, including deposits.
- Nikyxi is not liable for any further costs arising from a cancellation outside its reasonable control.

C.6 Ending a Session for Conduct

- Where a treatment is declined or ended because of conduct covered by Section A.7 or the Zero-Tolerance Policy (Section B.3), the full treatment price remains payable and no refund is due.

C.7 Illness & Force Majeure

- If you feel unwell, please reschedule rather than risk your health or the practitioner's. We will always try to be flexible and waive or reduce fees in genuine cases of illness or emergency, at our reasonable discretion.
- Neither party is liable for failure to perform due to events beyond reasonable control (force majeure), such as severe weather, transport disruption or public emergencies.

C.8 Right of Withdrawal (Consumer Law)

- Under EU and Dutch consumer law, the 14-day right of withdrawal does not generally apply to leisure or personal-care services booked for a specific date or period. This Cancellation Policy governs changes to such bookings instead.

Please note: This document is provided as a practical template for Nikyxi and is written in plain language. It is not legal advice. Before publishing it, you should have it reviewed by a qualified Dutch legal adviser to confirm it meets your obligations under Dutch and EU law, and consider providing a Dutch-language version alongside the English one for clients in the Netherlands.