

# INDIGO

## HEALTH SERVICES

### GENERAL TERMS AND CONDITIONS FOR MASSAGE

**1. User authorization:**

The massage health service is authorized to be used by holders of a GPN and employees of external companies (Horgen location). For control purposes, clients must present their GPN / employee ID card at the masseur's request.

**2. General:**

All treatments by the masseur are booked by the client online in advance using the SportsNow booking tool. This process is mandatory. In exceptional cases, the appointment may be scheduled in personal consultation with the masseur. Agreed appointments (booking online, by telephone, or in person) are binding. Clients are obliged to provide truthful information regarding their state of health and the consequences of treatment to the masseur.

**3. Disclaimer:**

If, despite expert application, consequential damage results that can be attributed to a client omitting to mention reasons for exclusion, the masseur is released from any liability. The same applies for damage resulting from a reason for exclusion not known to the client themselves and not identifiable for the masseur. Likewise, if the client fails to adhere to the General Terms and Conditions, the masseur's liability for all damage is excluded.

**4. Cancellation:**

The client must pay the costs for agreed appointments that were not attended by the client. This does not apply to appointments canceled using the SportsNow booking application in a timely manner and 24 hours in advance or canceled directly with the masseur in person or by telephone (not by email). Clients who arrive late to an appointment will be invoiced in full for the agreed treatment time.

**5. Massage time/duration:**

The massage time of 25 or 50 minutes always includes the time for changing clothes. For clients who arrive late to an agreed appointment, the massage time is reduced to also cover subsequent clients. If the masseur does not have a subsequent appointment scheduled, they may perform a massage for the full time scheduled despite the client's late arrival. This decision falls under the responsibility of the masseur. Clients are asked to be punctual in their own interest.

**6. Treatment:**

The masseur's treatment is based on their particular level of expertise. Due to various doctrines on treatment methods, no liability is assumed.

**7. Prices/payment:**

The treatment must be paid for on site in cash or directly with the masseur using TWINT. All prices are binding and stated in Swiss francs. In the case of supplementary insurance, therapy may be fully or partly covered by the health insurance plan, if the masseur has the certification necessary for it. Please obtain information from your masseur and the health insurance plan.

**8. Duty of professional secrecy:**

All treatments are subject to the duty of professional secrecy by the masseur.

**9. Data protection:**

Health information provided will be treated with the strictest confidentiality. Client data will be treated as confidential and will not be disclosed to any third parties.

**10. Legal:**

This agreement is subject to Swiss law. The exclusive place of jurisdiction for differences associated with these terms and conditions is Zurich.