

Regulations for the provision of electronic services

§ 1. General provisions

1. These Regulations for the provision of electronic services define the scope and conditions of arranging and booking visits via the website: <https://shapecaretherapy.medfile.pl/?language=en>
2. Definitions:
 1. Price list - the price list of Services, made available to the Patient on the Service Provider's website,
 2. Patient - a person who uses the services provided electronically by the Service Provider,
 3. Regulations - these regulations for the provision of electronic services, available free of charge on the website <https://shapecaretherapy.medfile.pl/?language=en> in a form that allows you to download, save and print it, so that you can read the provisions of the Regulations freely before accepting them,
 4. Website - the Service Provider's website for arranging and booking appointments, available on this link <https://shapecaretherapy.medfile.pl/?language=en>
 5. Service - a service provided by the Service Provider, consisting in providing the Patient with the possibility of arranging and booking an appointment by electronic means,
 6. Service Provider - Martyna Heck-Grochowska running a business under the name Shape Care Martyna Heck-Grochowska, Residence des Mortes Haies 7 7034 Mons, e-mail address for contact: shapecarereservation@gmail.com, tel .: +32 456 150 602
3. To be able to use the Service, please read the Regulations carefully and accept its terms. Failure to accept the terms of the Regulations prevents the use of the Service.
4. Other services, i.e. a visit, take place in person at the office, at the time and place indicated when booking the date. The terms of the provision of other services are not covered by the Regulations.

§ 2. Method of using the services provided and fees

1. The appointment date can be booked via the registration form and schedule available on the website in the "Make an appointment" tab.
2. A patient booking an appointment is obliged to:

1. Complete the form with the required data: name and surname, telephone number and e-mail address;
2. Providing data by the Patient is tantamount to submitting his declaration of truthfulness of all data provided to the Service Recipient and having full legal capacity, or in the event of its limitation, having the necessary consent of the legal guardian.
3. After completing the registration form, a link leading to the approval or appointment or cancellation of the visit will be sent to the e-mail address provided by patients in the registration form.
4. The condition for making a reservation of a visit date is its acceptance.
5. If the patient can not attend the appointment, we ask you kindly not to forget to contact your specialist immediately 24 hours before your visit.

If you don't notify us, the specialist is allowed to ask you of the visit fee.

we kindly ask you to contact your specialist immediately - 24 hours before the appointment. If you do not let her know, the specialist may ask you to pay for an appointment.

6. You can pay the fee as follows:

- by bank transfer to the ShapeCare Martyna Heck-Grochowska account
- pay in cash before visiting a specialist.

7. The Patient will immediately receive information about confirming the reservation of the date or its cancellation to the e-mail address provided in the registration form.

3. All amounts paid in cash, by bank transfer and by card are non-refundable.

§ 3. Complaints

1. The Patient has the right to submit complaints related to the Service via e-mail to the Service Provider's e-mail address indicated in these Regulations.
2. The deadline for considering the complaint is a maximum of 14 working days from the date of receipt of the complaint.

§ 4. Canceling or rescheduling the visit

1. Cancellation of the visit within the booked period is possible no later than 24 hours before this date. In the event of failure to appear at the agreed visit and no cancellation within the indicated period, the specialist may ask for payment.

2. Canceling a booked appointment is possible by sending an e-mail to the Service Provider's e-mail address provided in the Regulations, by text message or by phone.
3. If the Patient arrives late for the booked appointment, if the visit is held, it is shortened by the delay time, while the fee remains unchanged. In the event of delay by more than half of the planned duration of the visit, the Service Provider is entitled to cancel the booking of the visit.
4. The Service Provider reserves the right to cancel the booked visit date at least one hour before the date. In the event of cancellation, the Service Provider will propose a new date for the visit to the Patient.

§ 5. Technical requirements

1. Access to the Website and the visit registration form is possible on a computer or mobile device under the following conditions:
 1. using one of the following browsers: Internet Explorer, Microsoft Edge, Chrome, Mozilla Firefox, Opera or Safari,
 2. using one of the operating systems: Windows, macOS, Linux / Ubuntu,
 3. minimum hardware requirements:
 1. Pentium 4 processor or newer supporting SSE2 (all modern processors),
 2. 512MB of RAM for 32-bit systems and 2GB of RAM for 64-bit systems,
 3. a minimum of 200 MB of free disk space for storing temporary data and cookies,
 4. permanent connection to the Internet.
2. To make a reservation via the form, it is necessary for the patient to have:
 1. name and las name,
 2. address e-mail,
 3. mobile phone.

§ 6. Final Provisions

1. The Service Provider reserves the right to amend the Regulations.
2. Any disputes between the Service Provider and the Patient will be settled amicably.
3. If disputes are not resolved amicably between the Service Provider and the Patient, the competent court is the court having local and material jurisdiction for the seat of the Service Provider.
4. In matters not covered by these Regulations, the provisions of generally applicable law shall apply.
5. These Regulations are valid from 01/03/2021.