

Terms & Conditions

Last updated: July 10, 2026

These Terms & Conditions govern the services provided by **Confidence House**, located at:

Confidence House

7 Avenue de la Liberté
4601 Differdange
Luxembourg

Owned and operated by **Natalia Wrona**.

By booking an appointment or purchasing any service from Confidence House, you agree to these Terms & Conditions.

1. Appointments

Appointments may be booked online, by email, telephone, social media, or any other approved booking method.

Your appointment is confirmed once you receive confirmation from Confidence House.

2. Arrival

Please arrive on time for your appointment.

Late arrival may reduce the duration of your treatment to avoid delaying subsequent appointments. The full service fee will still apply.

3. Cancellation & Rescheduling Policy

We understand that unforeseen circumstances may arise.

Appointments may be cancelled or rescheduled **free of charge up to 48 hours before the scheduled appointment time**.

Cancellations made **less than 48 hours before the appointment** may be subject to a cancellation fee.

The applicable fee will be determined depending on the type, duration, and preparation required for the booked service.

Confidence House reserves the right to charge either:

- a fixed administrative fee of **€50**, or
- **50% of the total value of the booked service**,

whichever is considered appropriate for the specific service.

4. Emergency Cancellations

We understand that genuine emergencies may occur.

In exceptional situations such as sudden illness, accident, family emergency, or other circumstances beyond your reasonable control, Confidence House may, at its sole discretion, waive or reduce the cancellation fee.

Each request will be reviewed individually.

Supporting documentation may be requested where appropriate.

5. No-Show Policy

Clients who fail to attend their appointment without prior notice may be charged **100% of the service price**.

Repeated no-shows may result in future bookings requiring full prepayment.

6. Payments

Payment is due upon completion of the service unless otherwise agreed.

Confidence House reserves the right to request deposits or full payment in advance for selected services, workshops, events, or packages.

7. Gift Vouchers

Gift vouchers are non-refundable and cannot be exchanged for cash unless required by applicable law.

Gift vouchers must be used before their expiry date, if applicable.

8. Health Information

Clients are responsible for providing accurate information regarding their medical history, allergies, pregnancy, medications, injuries, or any condition that could affect the safety or suitability of a treatment.

Confidence House reserves the right to refuse or modify a treatment where it is considered unsafe or contraindicated.

9. Results Disclaimer

Individual results from wellness, coaching, beauty, bodywork, massage, nutritional, or educational services vary from person to person.

Confidence House does not guarantee specific medical, cosmetic, psychological, or personal outcomes.

Services are intended to support wellbeing and are not a substitute for professional medical diagnosis or treatment.

10. Personal Belongings

Clients are responsible for their own personal belongings.

Confidence House accepts no responsibility for loss, theft, or damage to personal property brought onto the premises.

11. Liability

To the fullest extent permitted by Luxembourg law, Confidence House shall not be liable for indirect, incidental, or consequential damages arising from the use of its services.

Nothing in these Terms excludes liability where such exclusion is prohibited by applicable law.

12. Changes to Appointments or Services

Confidence House reserves the right to modify appointment times, practitioners, or services where necessary due to operational reasons or unforeseen circumstances.

Clients will be informed as soon as reasonably possible.

13. Data Protection

Personal information is processed in accordance with our Privacy Policy and applicable data protection laws, including the GDPR.

14. Governing Law

These Terms & Conditions are governed by the laws of the Grand Duchy of Luxembourg.

Any disputes arising from these Terms shall be subject to the jurisdiction of the competent courts of Luxembourg.

15. Contact

Confidence House

7 Avenue de la Liberté
4601 Differdange
Luxembourg

Owner: Natalia Wrona

16. Events, Workshops, Courses

The following terms apply to all events, workshops, courses, retreats, circles, seminars, and other group activities organised by Confidence House.

Participant Cancellation

Cancellation requests must be submitted in writing by email.

Refunds are as follows:

- **More than 14 days before the event:** 100% refund (minus any non-refundable booking or payment processing fees, if applicable).
- **7–14 days before the event:** 50% refund.
- **Less than 7 days before the event:** No refund.

Participants may transfer their booking to another person at no additional cost, provided Confidence House is notified at least **24 hours** before the event and the replacement participant meets any applicable participation requirements.

Event Cancellation by Confidence House

Confidence House reserves the right to postpone, reschedule, relocate, or cancel an event due to insufficient registrations, illness, force majeure, venue issues, safety concerns, or other circumstances beyond its reasonable control.

If Confidence House cancels an event, participants will be offered either:

- a full refund of the amount paid; or
- the option to transfer their booking to a future event.

Confidence House shall not be responsible for reimbursing additional costs incurred by participants, including but not limited to travel expenses, accommodation, meals, childcare, or loss of earnings.

Force Majeure

Confidence House shall not be liable for failure to perform its obligations where such failure results from circumstances beyond its reasonable control, including but not limited to natural

disasters, pandemics, government restrictions, strikes, public health emergencies, power outages, severe weather, war, terrorism, or other force majeure events.

Participant Conduct

Confidence House reserves the right to refuse admission or remove any participant whose behaviour is abusive, disruptive, threatening, discriminatory, intoxicated, or otherwise compromises the safety, wellbeing, or enjoyment of other participants.

In such cases, no refund will be provided.