Terms and conditions

Podologische Fußpflege Milo
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English translation of the German terms supplied by the practice.

1. GENERAL

These terms apply to all services, treatments and product sales of Podologische Fußpflege Milo. By arranging an appointment, the customer accepts these terms. Austrian law applies.

2. HEALTH INFORMATION

Before treatment, the customer must truthfully disclose all relevant health conditions, in particular diabetes, circulatory disorders, infections and fungal diseases, allergies and the use of blood-thinning medication. Changes must be reported promptly. Treatments provide professional foot care and do not replace medical diagnosis or treatment.

3. APPOINTMENTS AND CANCELLATIONS

Agreed appointments are binding. Cancellation or rescheduling is free of charge up to 24 hours before the appointment. For later cancellations, a cancellation fee of 50% of the agreed treatment price may be charged; for an unexcused no-show, up to 100% may be charged. Expenses saved and any reassignment of the appointment are taken into account. This also applies to home visits and visits to residential facilities. For appointments in nursing and retirement homes, the cancellation period is 48 hours.

If you arrive late, treatment time may be shortened to keep subsequent appointments on schedule. The agreed price generally remains payable provided the treatment can still be carried out professionally.

4. PRICES AND PAYMENT

The prices current at the time of treatment, as listed in the practice or on the website, apply. Payment is due immediately after treatment or delivery of goods, in cash or by bank transfer. Other payment arrangements require prior agreement.

5. TREATMENT AND REFUSAL OF TREATMENT

The provider may refuse or discontinue treatment for health, hygiene or professional reasons. Qualified staff may carry out treatments on behalf of and for the account of the provider. Inappropriate behaviour may lead to removal from the premises and, where appropriate, a ban following a warning.

6. GIFT VOUCHERS AND MULTI-VISIT CARDS

Gift vouchers are generally valid for five years from the date of issue. Original vouchers and multi-visit cards must be presented on redemption and are cancelled upon use. Cash payment in exchange is excluded. Vouchers and multi-visit cards are transferable. Lost or stolen anonymous vouchers and multi-visit cards cannot be replaced. Statutory provisions apply to prepaid services.

7. WARRANTY AND LIABILITY

Statutory warranty rights apply. Complaints should be reported to the provider promptly to enable assessment and, where appropriate, corrective action. No specific durability period can be guaranteed for nail braces due to individual nail condition and growth dynamics. Statutory liability provisions remain unaffected. No liability is accepted for personal belongings and valuables insofar as legally permitted.

8. DATA PROTECTION

Personal data and necessary health information are processed for treatment and business administration in accordance with statutory data protection provisions, particularly the GDPR. Further details are provided in the separate privacy policy.

9. FINAL PROVISIONS

Austrian law applies, taking account of mandatory consumer protection provisions. If individual provisions of these terms are ineffective, the remaining provisions remain unaffected. Statutory rules on jurisdiction apply to consumers.