TERMS & CONDITIONS

L’Aura – Where Infinity Begins

Last updated: November 2026

1. General

These Terms & Conditions apply to all appointments, treatments and services provided by L’Aura.
By booking an appointment or receiving a treatment, you acknowledge that you have read and agree to these Terms & Conditions.
L’Aura reserves the right to update these terms when necessary. The latest version will be available on our website.

2. Appointments & Bookings

Appointments can be requested through the available booking channels. An appointment is considered confirmed once confirmation has been provided by L’Aura. Please ensure that your contact details are correct when making a booking. Treatments are performed by appointment only.

3. Prices & Payments

All prices are stated in euros (€) and include applicable VAT, unless otherwise indicated. Prices may vary depending on the treatment, selected options, treatment area and individual requirements. Any additional costs will be discussed with the client before the treatment begins.
Payment is due immediately after the treatment, unless otherwise agreed. L’Aura reserves the right to update its treatment prices. Confirmed bookings will be honoured at the agreed price, unless additional services are requested.

4. Cancellation & Rescheduling

We understand that plans can change. If you need to cancel or reschedule your appointment, please follow our separate Cancellation Policy. Repeated late cancellations or failure to attend an appointment may affect your ability to make future bookings.

5. Arriving on Time

Please arrive on time for your appointment. If you arrive late, your treatment may need to be shortened to avoid affecting other appointments. If the remaining time is insufficient to perform the treatment safely or properly, L’Aura reserves the right to reschedule or cancel the appointment. The full treatment price may still apply in accordance with our Cancellation Policy.

6. Health, Allergies & Medical Information

Clients are responsible for providing accurate and complete information about relevant health conditions, allergies, skin sensitivities, medications and previous treatments. Please inform L’Aura of any changes to your health or circumstances before your appointment.
Certain conditions may make specific treatments unsuitable. L’Aura reserves the right to postpone, modify or refuse a treatment if it is considered unsuitable or potentially unsafe. For advanced aesthetic and skin treatments, an individual consultation or assessment may be required before treatment.

7. Treatment Results & Expectations

Every client is unique, and treatment results may vary depending on individual characteristics, skin condition, lifestyle and aftercare. L'Aura cannot guarantee specific results.
All treatments are performed with professional care and attention, using appropriate products and techniques. Clients are encouraged to discuss their expectations and any concerns with their treatment professional before the appointment.

8. Client Responsibility & Aftercare

Clients are responsible for following the aftercare instructions provided after their treatment. Failure to follow recommended aftercare may affect treatment results or increase the risk of unwanted reactions.
L'Aura cannot be held responsible for complications or unsatisfactory results caused by failure to follow the provided aftercare instructions, except where liability cannot legally be excluded. Please contact L'Aura if you experience an unexpected or concerning reaction following a treatment.

9. Hygiene & Safety

L'Aura maintains professional hygiene and safety standards throughout all treatments. Reusable instruments are cleaned and professionally sterilised where required. Single-use materials are used where appropriate. Clients are expected to follow any hygiene and safety instructions provided by the treatment professional.

10. Right to Refuse or Modify a Treatment

L'Aura reserves the right to refuse, postpone or modify a treatment when the treatment is not suitable for the client's condition; relevant health information has not been disclosed; there are signs of infection, irritation or other contraindications; the client behaves inappropriately or creates an unsafe environment; or continuing the treatment could compromise safety or professional standards.
Where possible, an alternative treatment or rescheduling option may be discussed.

11. Personal Belongings

Clients are responsible for their personal belongings during their visit. L'Aura is not responsible for loss, theft or damage to personal belongings, except where liability cannot legally be excluded.

12. Photographs & Social Media

Photographs or videos may be taken for treatment documentation or promotional purposes. The use of identifiable photographs or videos for marketing, social media or other public purposes requires the client's prior consent. Refusing permission will not affect the treatment provided. Further information is available in our Privacy Policy.

13. Minors

Certain treatments may have age restrictions or require parental or guardian consent. L'Aura reserves the right to request proof of age or parental consent where appropriate.

14. Complaints & Customer Care

At L'Aura, client satisfaction and professional care are important to us. If you are dissatisfied with a treatment, please contact us as soon as possible so that we can review your concerns and discuss an appropriate solution. Complaints will be handled with care and on an individual basis.

15. Liability

L'Aura takes reasonable care to provide treatments in a professional and safe manner. Clients are responsible for providing accurate health information and following the advice and aftercare instructions given.
Nothing in these Terms & Conditions excludes or limits liability where such exclusion or limitation is prohibited under applicable law, including liability arising from negligence where it cannot legally be excluded.

16. Privacy

Personal data is processed in accordance with our Privacy Policy and applicable data protection legislation, including the GDPR. By booking an appointment, you acknowledge that your personal information will be processed as described in our Privacy Policy.

17. Applicable Law

These Terms & Conditions are governed by the laws of the Netherlands. Any disputes will be handled by the competent court in accordance with applicable Dutch and European consumer protection laws.

18. Contact

For questions regarding these Terms & Conditions, bookings or treatments, please contact L’Aura directly.

THANK YOU FOR CHOOSING L’AURA
YOUR TIME. YOUR RITUAL. YOUR L’AURA.