# TERMS AND CONDITIONS OF SALE

Tailored energy sessions · Private individual clients only | Last updated: 26 October 2026

Translation of the original French document. In case of any discrepancy, please refer to the French version. Legal review is recommended before final publication.

## 01 Identification of the practitioner

Audrey Pinaud — sole trader (EI), MASSAGE PRO BIEN ÊTRE. SIRET: 532 101 235 00028. Phone: 06 59 26 07 18. Email: audrey@massageprobienetre.fr. Website: massageprobienetre.fr.

Location of in-person services: Tiers lieu Yoga Searcher, 164 chemin Pouchuc, 40230 Bénesse-Maremne. VAT is not applicable under the business's applicable tax provisions.

## 02 Scope and intended clients

These terms govern services booked by individuals acting in a private capacity, whether directly with Audrey Pinaud or via the website and booking tool.

## 03 Nature and delivery of services

Audrey Pinaud offers tailored energy care and massages as non-medical well-being services. Her approach, as described on the website, may include EFT, magnetism and a holistic view of the body. Depending on the offer, sessions may take place in Bénesse-Maremne or remotely. The site also offers an introductory call to discuss clients' needs.

Energy sessions are not medical, paramedical or psychotherapeutic acts. They cannot establish a diagnosis or guarantee medical outcomes, and do not replace consultation, monitoring or treatment by a healthcare professional. Clients are not asked to stop or change any medical treatment.

## 04 Services, duration and prices

Packages presented on the website include: Bilan & Alignement — 1 hour — €80; Ancrage & Libération — 3 hours — €220; Chemin de transformation — 6 hours — €460.

The duration is the total support time advertised for each package. Content, any division into separate sessions and availability in person or remotely are confirmed when booking. Applicable prices and conditions are those provided to the client before confirmation. The terms of the introductory call are also stated when it is booked.

## 05 Making appointments

Services are by appointment. Requests may be made using the means offered on the website, including the Bloomcal booking solution, or directly with Audrey Pinaud. Clients provide accurate contact details and check the service, date and confirmation details received.

For remote sessions, practical arrangements for communication and delivery are provided before the appointment. Clients should be available in conditions suitable for the session.

## 06 Payment

The price and accepted methods of payment are specified at booking or before the service is provided. Any deposit or advance-payment arrangements apply only if expressly communicated and accepted before the client commits.

## 07 Changes, cancellations and non-attendance

If unable to attend, clients are asked to notify Audrey Pinaud at least 48 hours before the appointment so the slot can be offered to someone else. Rescheduling requests are considered subject to availability. This request for 48 hours' notice does not in itself impose any automatic penalty.

In cases of repeated no-shows or cancellations without notice, Audrey Pinaud reserves the possibility of declining future booking requests in compliance with applicable law.

## 08 Gift cards, if offered

Where gift cards are offered, their validity period and particular conditions of purchase and use are communicated before purchase. The recipient presents the card or its reference when booking. Statutory consumer rights remain applicable.

## 09 Health information, pregnancy and minors

Before a session, the client should disclose any contraindication, sensitivity, allergy or personal circumstance that could affect the service, especially pregnancy or when the client is a child. If in doubt, the client or legal representative is encouraged to seek advice from a healthcare professional.

Services for minors require the consent of a person with parental responsibility and are adapted to their age. Any information gathered does not amount to a diagnostic medical questionnaire or health advice.

## 10 Hygiene, safety and professional conduct

For in-person services, Audrey Pinaud maintains clean equipment and an appropriate professional setting. Clients must behave respectfully. Services are neither sexual nor erotic; inappropriate, aggressive or sexual behaviour may cause immediate termination.

## 11 Consumers' right of withdrawal

For contracts concluded at a distance or away from business premises, consumers benefit, where provided by law and subject to applicable exceptions, from a statutory 14-day withdrawal period starting on conclusion of the service contract. Withdrawal may be communicated by an unambiguous statement sent to audrey@massageprobienetre.fr.

If a consumer expressly requests that a service start before the withdrawal period ends, the statutory rules on payment for services already performed and, where applicable, the loss of withdrawal rights after full performance apply when their legal requirements are met. Merely booking a date does not automatically waive withdrawal rights.

## 12 Liability

Audrey Pinaud undertakes to provide services professionally and carefully within the scope of her well-being activity. Clients are responsible for the accuracy of the information supplied. No cure or medical outcome is promised. Audrey Pinaud states that she holds professional civil liability insurance appropriate to her activity.

## 13 Personal data

Processing of personal data relating to enquiries, bookings, sessions and website use is explained in the Privacy Policy available on massageprobienetre.fr.

## 14 Complaints and consumer mediation

If a problem arises, clients are invited first to send a written complaint to audrey@massageprobienetre.fr to seek an amicable solution. If an amicable resolution is not reached, they may use a consumer mediator free of charge, under the conditions laid down by the French Consumer Code.

The mediator named by the practitioner is Société Médiation Professionnelle, Alteritae, 5 rue Salvaing, 12000 Rodez — https://www.mediateur-consommation-smp.fr/.

## 15 Governing law and changes

These terms are governed by French law, without prejudice to mandatory consumer-protection rules. They may be changed to reflect developments in services or legislation. The binding version is the one provided when the booking or purchase is made.