

PUBLIC OFFER AGREEMENT

for the purchase of a membership at the massage center “NORD”

1. General Provisions

1.1. This document is an official offer (public offer) of the massage center “NORD”

(+351 928-155-773, Alameda Combatentes da Grande Guerra, 107)

(hereinafter referred to as the **Service Provider**) and contains all the essential terms for providing services under a membership plan.

1.2. The acceptance of this offer is carried out by the **Client** through payment for the selected membership tariff. From the moment of payment, this agreement is considered concluded between the Client and the Service Provider.

1.3. The membership becomes active on the following day after its purchase and is valid for the duration specified by the selected tariff plan.

2. Subject of the Agreement

2.1. The Service Provider grants the Client the opportunity to attend massage sessions in accordance with the terms of the selected membership plan.

2.2. One massage session lasts **60 minutes**, including **50 minutes of actual massage** and the remaining time allocated for preparation and completion of the procedure.

2.3. The Client may choose any available massage type from the current service menu, with a duration of 60 minutes, within the purchased membership.

2.4. If the membership tariff provides for 7, 10, 30, or any other number of massage sessions, this indicates the **maximum possible number of visits** within the validity period of the membership, but does not guarantee their availability, as appointments are made based on the availability of free time slots.

3. Booking and Attendance Terms

3.1. All massage session bookings must be made **in advance** via the online application, which displays the available time slots.

3.2. Appointments can only be made for **full hours** (for example: 10:00, 11:00, 12:00, etc.). Booking for half-hours, quarter-hours, or any other time is not possible.

3.3. The Client may book any available slot with any available massage therapist.

3.4. The Service Provider **does not guarantee the availability:**

- of appointments with the same massage therapist;
- for a specific date or time.

All bookings are made solely based on available free time slots.

3.5. The Service Provider has the right to make changes to the work schedule of the massage center and its specialists, as well as to replace the massage therapist without prior agreement with the Client.

4. Membership Usage Rules

4.1. The membership is **personal and non-transferable**, intended solely for use by the person who purchased it.

4.2. Transferring the membership to third parties is prohibited.

4.3. If the Client arrives late for a session, the massage time will be reduced by the duration of the delay.

4.4. Missed sessions are **not compensated**.

4.5. The membership **cannot be extended, frozen, or transferred** to another period.

4.6. In the event that the Client books a massage session and **fails to attend three (3) or more times without canceling the appointment at least 24 hours in advance**, the Service Provider reserves the right to **terminate the membership without refund**. In this case, any remaining sessions or validity period of the membership shall be considered used.

5. Liability of the Parties

5.1. The Service Provider is not responsible for the inability to book sessions due to the unavailability of free time slots.

5.2. The Client undertakes to comply with the internal rules of the massage center and treat the staff with respect.

6. Final Provisions

6.1. Payment for the membership indicates the Client's full and unconditional agreement with the terms of this public offer agreement.

6.2. The Service Provider reserves the right to make changes to the terms of this offer, the operating schedule, and the list of specialists. The current version of the agreement is published on the official website and in the mobile application of the massage center.