

VOUCHER TERMS AND CONDITIONS



Mirela Wąsowska

Soul Melody

+48 884 687 368

ul. Stefana Batorego 21

59-930 Pieńsk

1. Definitions

- **Voucher** - Personalized voucher, available for purchase in-store or in electronic form (PDF); entitles the holder to redeem a specific service or a designated value of services.
- **Purchaser** - the person who buys the voucher.
- **Holder** - the person redeeming the voucher.
- **Issuer** - the salon where the voucher was purchased.
- **Service** - refers to massage services and treatments offered by the salon.

2. Sale and Redemption of Vouchers

- The salon issues vouchers in exchange for the equivalent amount in PLN (Polish zloty) in the form of cash, bank transfer, credit card, or mobile payment (BLIK).
- Vouchers grant access to a specific treatment or a predetermined value of services.
- Holders can choose a different treatment of equal or higher value.
- A voucher purchased in-store is non-refundable and cannot be exchanged for cash.
- An electronically purchased voucher is subject to a statutory 14-day withdrawal period.
- Voucher redemption takes place at the "Soul Melody" massage studio in Pieńsk.
- Appointments can be booked by calling +48.884-687-368.
- Holders must present the voucher during the scheduled appointment.
- Changes or cancellations must be made no later than 4:00 PM on the day before the appointment.
- Failure to attend the appointment or canceling on the day of the appointment results in voucher forfeiture.
- If a holder wishes to use an expired voucher, an additional fee of 20% of the voucher value applies. This option is valid for vouchers expired within a maximum of 3 months from the expiration date (6 months from the purchase date).

3. Validity Period

- Vouchers are valid for 3 months from the date of purchase.
- Extension of the validity period is subject to individual salon discretion.

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Mirela Wąsowska „Soul Melody”
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