

Service Provision Regulations

§ 1. General Provisions

1. These Service Provision Regulations define the scope and conditions for scheduling and reserving appointment dates.
2. Definitions:
3. Price List – the price list of Services made available to the Patient on the Service Provider’s website.
4. Patient – a natural person who uses the services provided by the Service Provider.
5. Regulations – these Service Provision Regulations, made available free of charge on the website www.nowaestetyka.pl in a form enabling downloading, saving and printing, in order to allow free familiarization with the provisions of the Regulations prior to their acceptance.
6. Website – the Service Provider’s website used for scheduling and reserving appointments, available at www.nowaestetyka.pl.
7. Service – a service provided by the Service Provider.
8. Service Provider – Łukasz Belza, conducting business activity under the name Praktyka Lekarska Łukasz Belza, with its registered office at Strzegomska 42F/1U, 53-611 Wrocław, NIP 615-179-21-43, e-mail address for contact: lukaszbelza@nowaestetyka.pl, tel.: 796 663 006.
9. In order to use the Service, the Patient must carefully review the content of these Regulations.

§ 2. Use of Services and Fees

1. Appointment reservation is made:
2. via the registration form and schedule available on the Website under the “Book an appointment” section, or
3. by telephone at 796 499 006.
4. A Patient reserving an appointment is obliged to:
5. complete the form with the required data: first and last name, telephone number and e-mail address;
6. acknowledge that providing the data is equivalent to a declaration that all information provided to the Service Provider is true and correct, and that the Patient has full legal capacity, or – in the case of limited legal capacity – has obtained the required consent of a legal guardian;
7. confirm the appointment after receiving the SMS reminder sent on the day preceding the scheduled appointment – by replying via SMS to the automatic Medfile system number or by telephone contact with the clinic reception;
8. review the price list of the provided services available on the website www.nowaestetyka.pl.

9. Video recording is carried out in the waiting area and in Treatment Room No. 1 in order to ensure the safety of Patients and Staff. No video recording is carried out in Treatment Room No. 2.

§ 3. Complaints

1. The Patient has the right to submit complaints related to the Service via electronic mail to the Service Provider's e-mail address indicated in these Regulations.
2. The complaint shall be reviewed within a maximum period of 14 business days from the date of receipt of the complaint.

<http://www.nowaestetyka.pl>

§ 4. Cancellation or Change of Appointment Date

1. Cancellation of a reserved appointment is possible by sending an SMS or by contacting the clinic reception. The Service Provider does not provide any other method of cancelling a reservation.
2. Appointments not confirmed by Patients at least 24 hours prior to the scheduled appointment shall be automatically cancelled.
3. In the event that the Patient arrives late for the reserved appointment, the appointment – if it takes place – shall be shortened by the duration of the delay. In the event of a delay exceeding half of the planned appointment duration, the Service Provider is entitled to cancel the appointment reservation.
4. The Service Provider reserves the right to cancel a reserved appointment no later than one hour before the scheduled time. In the event of cancellation, the Service Provider shall propose a new appointment date to the Patient.

§ 5. Final Provisions

1. The Service Provider reserves the right to make amendments to these Regulations.
2. Any disputes between the Service Provider and the Patient shall be resolved amicably.
3. If disputes cannot be resolved amicably, the court having local and subject-matter jurisdiction over the Service Provider's registered office shall have jurisdiction.
4. In matters not regulated by these Regulations, the provisions of generally applicable Polish law shall apply.
5. These Regulations shall enter into force on 21.10.2025.