

# General Terms and Conditions (GTCs) c&c medical guidance

## **1. Scope of application**

These GTCs apply to all contracts concluded via this website.

## **2. Services**

c&c medical guidance offers information and consulting services in the field of health and medicine. These services are not intended to replace a medical examination, diagnosis or treatment.

## **3. Exclusion of liability**

Any liability for direct or indirect damages arising from the use of the content or services is excluded. All users take full responsibility for their decisions and actions.

## **4. Cancellation and annulment**

Appointments can be canceled free of charge up to 48 hours before the agreed appointment without giving reasons. Cancellation is deemed to have been made when it is confirmed by us. If the cancellation is made less than 48 hours before the agreed appointment or if you do not attend the appointment without prior notice, the full consultation fee is due. If you are late for an appointment, you are not entitled to an extension of the agreed consultation time slot.

## **5. No right of withdrawal**

Since the services provided are individual and personalized, there is no right of withdrawal for consumers in accordance with the statutory provisions.

## **6. Data protection**

All personal data will be treated in accordance with the privacy policy (see separate document). All information entrusted to me will be treated with absolute confidentiality.

## **7. Final provisions**

Should individual provisions of these GTCs be invalid, the remainder of the contract shall remain valid. The invalid provision shall be replaced by a legally permissible provision.