



Terms and Conditions

NoukStyle is based in Voorhout and registered with the Dutch Chamber of Commerce under number 57515921. The Terms and Conditions below apply to all transactions between NoukStyle and its clients. NoukStyle does not accept another party's terms and conditions unless otherwise agreed in writing.

Article 1: General

1.1 These Terms and Conditions apply to all order confirmations, quotations, offers and transactions between NoukStyle and its clients.

1.2 "Client" means the natural person or legal entity entering into an agreement with NoukStyle.

1.3 If one or more provisions of these terms and conditions are void or are annulled, the remaining provisions will continue to apply in full. Departures from these terms and conditions are permitted only if and to the extent expressly agreed in writing.

1.4 The client accepts the applicability of these terms and conditions by reserving or booking a service provided by NoukStyle.

Article 2: Rates

All prices stated for private individuals include the applicable VAT.

2.1 NoukStyle works exclusively with packages for bridal bookings. The agreed package price, included services and, where applicable, number of included hours are stated in the quotation or booking confirmation and on the invoice. Half-day and full-day fees do not apply to bridal bookings.

For other assignments, NoukStyle may be engaged at an agreed service rate, hourly rate, half-day fee or full-day fee. A half day is based on four working hours and a full day on eight working hours.

2.2 In consultation with NoukStyle and subject to availability, the client may book additional hours beyond the services or hours included in the selected bridal package. The rate is €75 per additional booked hour, including VAT. The number of additional hours and corresponding charges are agreed in advance and stated separately on the invoice.

A minor overrun of the agreed services is not automatically charged as an additional hour.

For other assignments, additional hours are charged at the agreed hourly rate.

2.3 Start time and accessibility

As a general rule, NoukStyle's earliest on-site start time is 06:00. The feasibility of the start time is assessed in advance, taking into account the preparation and travel time required. An earlier start is possible only by express agreement.



2.4 Overnight accommodation for early or distant assignments

If the combination of start time and travel time makes an overnight stay near the work location necessary, NoukStyle may make this a condition of accepting the assignment. The location, costs and booking arrangements for the overnight stay are agreed with the client in advance and recorded in the quotation or booking confirmation.

2.5 Surcharges for special working days and start times

2.5.1 A standard surcharge of 25% applies to an agreed start time before 06:00. A standard surcharge of 25% applies to work on official Dutch public holidays, except for Christmas Day and Boxing Day, for which the standard surcharge is 50%. No surcharge applies to ordinary weekend days.

2.5.2 For bridal bookings, the surcharge is calculated on the agreed package price before surcharges, less the total trial-session price of €425. Travel, parking and overnight accommodation costs are excluded from this calculation.

For other assignments, the surcharge is calculated on the agreed rate for the work performed on the public holiday or during the special working hours concerned. The calculation basis and surcharge amount are stated in advance in the quotation or booking confirmation.

2.5.3 If more than one surcharge applies, only the highest surcharge is charged.

2.5.4 When issuing a quotation, NoukStyle may waive a surcharge in whole or in part. The surcharge actually agreed and the corresponding amount are stated before booking when recording the booking arrangements or in the booking confirmation. A surcharge not agreed in advance will not be charged retrospectively.

2.6 Delays and waiting time

In the event of a delay, NoukStyle and the client discuss which services can still be performed within the available time and whether the schedule needs to be adjusted. No separate waiting-time charge is made.

If the client wishes NoukStyle to remain longer or extend the services, this is agreed only in consultation and subject to availability. Article 2.2 applies to additional booked hours. A delay is not automatically treated as an additional booked hour.

Article 3: Travel and expenses

3.1 Travel costs

3.1.1 For bridal bookings, travel costs for the wedding day up to a one-way distance of 25 kilometres from NoukStyle's work location in Voorhout are included in the package price. The corresponding return journey is also included.

3.1.2 For longer distances, only the kilometres exceeding this included distance are charged, for both the outward and return journeys. The rate is €0.45 per kilometre, including VAT.



3.1.3 The departure address and calculated travel costs are stated in advance in the quotation or booking confirmation.

3.1.4 The trial session takes place at NoukStyle's work location in Voorhout. NoukStyle does not charge travel costs for this session.

3.1.5 For other assignments, travel costs are calculated for the entire outward and return journeys from NoukStyle's work location in Voorhout, at €0.45 per kilometre including VAT, unless otherwise agreed in the quotation or order confirmation.

3.2 Travel and accommodation costs for assignments abroad

3.2.1 Travel and accommodation costs for assignments abroad are payable by the client insofar as agreed in advance. The arrangements are recorded in the quotation or order confirmation.

3.2.2 For flights, the parties agree a budget in advance. They also specify whether necessary baggage for work materials and transport to and from the airport are included in this budget or reimbursed separately. The budget may be exceeded only with the client's consent.

3.2.3 As a general rule, the client books and pays for the hotel, unless otherwise agreed. The location, dates of stay and suitability of the accommodation are agreed with NoukStyle before booking.

3.2.4 Reasonable costs for simple meals and non-alcoholic drinks during the necessary travel and accommodation period are paid directly by the client or reimbursed afterwards against proof of payment. The parties may agree a daily budget in advance. Meals already included in the accommodation or assignment are not charged again.

3.3 Parking costs

3.3.1 Necessary parking costs for performing the assignment are payable by the client, unless otherwise agreed. The client may provide a suitable parking space or parking permit.

3.3.2 If NoukStyle reserves a parking space in advance, the corresponding costs are stated beforehand and included on the invoice.

3.3.3 Parking costs not established in advance are invoiced separately afterwards on the basis of the actual costs. Costs already paid or paid directly by the client are not charged again.

Article 4: Formation of bookings

4.1 Booking and package selection

For a bridal booking, the client selects at least the basic package, unless a more comprehensive package is agreed at the outset. NoukStyle confirms the selected package, included services and agreed price in writing. A separate quotation is not required.



The client may upgrade or book additional services later, in consultation with NoukStyle and subject to availability. The change and corresponding price are agreed in writing in advance.

4.2 Provisional hold and definitive reservation

The wedding date is held provisionally for 14 calendar days from the date the reservation invoice is sent. The payment deadline is stated at that time.

The bridal booking is concluded and the wedding date definitively reserved when the client accepts the booking arrangements provided in advance by paying the €150 reservation charge. NoukStyle confirms the definitive reservation in writing.

If payment is not received within the provisional hold period, NoukStyle contacts the client before ending the hold and releasing the date.

4.3 Provision of the terms and conditions

NoukStyle provides the applicable terms and conditions before or when the agreement is concluded in a form the client can save and consult. For bridal bookings, they are sent with the booking arrangements and reservation invoice before the client accepts the booking by paying.

4.4 Package and price changes

NoukStyle may change its packages and prices for new bookings. Such changes do not alter the package contents and price already agreed with the client. For a subsequent upgrade or extension, the parties agree the additional services and applicable price in advance.

4.5 A quotation is valid for 14 calendar days from the quotation date, unless a different period is expressly stated in it.

4.6 Offers and quotations do not automatically apply to future assignments.

4.7 For assignments other than bridal bookings, the agreement is concluded when the client accepts NoukStyle's offer. NoukStyle confirms the agreed services, price and performance date in writing.

4.8 Statutory withdrawal period

If the client is a consumer and the agreement is concluded at a distance or off-premises, the statutory right of withdrawal applies insofar as applicable to the agreement. NoukStyle provides the legally required information in advance about the withdrawal period, how to withdraw and the model withdrawal form.

If the client wishes the services to begin during the withdrawal period, NoukStyle obtains an express request beforehand. NoukStyle informs the client about any obligation to pay for services already performed and the conditions under which the right of withdrawal expires.

Article 5: Payment



5.1 For assignments other than bridal bookings, the payment term is 14 days from the invoice date, unless otherwise agreed in writing. Bridal bookings are paid in three instalments as described in Articles 5.2 to 5.5. The first invoice of €150 must be paid within 14 calendar days after the reservation invoice is sent. The payment deadline is stated on the invoice and is the same as the end date of the provisional hold on the wedding date. For the second and third invoices, the payment deadlines in Articles 5.4 and 5.5 apply.

5.2 For bridal bookings, the agreed package price is invoiced in three instalments.

The reservation charge and trial session form part of this package price and are not charged on top of it.

5.3 After the introductory consultation or following a quotation, the client receives the written booking arrangements and a first invoice of €150 for reserving the wedding date. Article 4.2 governs the formation of the bridal booking.

5.4 The total trial-session price is €425 including VAT. This consists of the previously invoiced €150 reservation charge and a second invoice of €275. The second invoice must be paid no later than two weeks before the trial session.

5.5 If the bridal booking proceeds, the client receives a third invoice for the remaining amount of the selected package. The previously invoiced €150 reservation charge and €275 trial-session amount are deducted separately from the total package price on this invoice. The final invoice must be paid no later than two weeks before the wedding date.

5.6 The client is requested to notify NoukStyle of any invoice inaccuracies by email as soon as possible, explaining the objection. Failure to respond within eight days does not automatically mean that the client accepts the invoice or loses statutory rights.

5.7 Failure to meet the stated payment deadline:

5.7.1 Suspension

If payment is not received, NoukStyle notifies the client in writing and allows a reasonable period for payment. If payment remains outstanding, NoukStyle may suspend its services insofar as the payment arrears justify this. NoukStyle gives advance notice of which services will be suspended.

5.7.2 Interest

If the client is in default under the statutory rules, statutory interest is payable on the outstanding amount from the date default commenced until the payment date. Statutory commercial interest applies to business agreements insofar as provided by law.

5.8 Collection and legal proceedings costs



5.8.1 If a private client is in default, the client first receives a written reminder free of charge allowing 14 days for payment. This period starts on the day after receipt of the reminder. The reminder states the amount of extrajudicial collection costs that will become payable if payment is not made.

5.8.2 If payment is not made within that period, NoukStyle may charge extrajudicial collection costs in accordance with the applicable statutory rules.

5.8.3 For business clients, extrajudicial collection costs may be charged in accordance with the applicable statutory rules.

5.8.4 Any legal proceedings costs are charged insofar as they are payable by the client under the law or a court ruling.

Article 6: Cancellation, termination and suspension of the agreement

6.1 Cancellation by the client

Cancellation of a bridal booking must be communicated to NoukStyle by email. The date the email is received determines the applicable cancellation period. NoukStyle confirms receipt. Cancellation does not depend on this confirmation

6.2 Reservation and completed trial session

If the client cancels, the minimum charge for reserving the wedding date is €150. If the trial session has already taken place, the minimum is €425 including VAT. This consists of the €150 reservation charge and the separately invoiced €275 amount.

6.3 Cancellation more than 90 days in advance

For cancellation more than 90 calendar days before the wedding date, only the amount specified in Article 6.2 is payable.

6.4 Cancellation within 90 days

For cancellation within 90 calendar days before the wedding date, the charge is calculated as follows on the total agreed package price, excluding travel costs.

If application of the above arrangement results in a charge higher than legally permitted, the charge is reduced to the legally permitted amount. Insofar as required by applicable law, account is taken of work already performed, costs saved and any replacement income for the same reserved time.

6.4.1 For cancellation from 90 to 31 calendar days before the wedding date, inclusive, the cancellation charge is 50% of the agreed package price, excluding travel costs. If the trial session has already taken place, the charge is instead limited to €425 including VAT. This includes the €150 reservation charge.

6.4.2 For cancellation from 30 to 8 calendar days before the wedding date, inclusive, the cancellation charge is 75% of the agreed package price, excluding travel costs.



6.4.3 For cancellation from 7 calendar days before the wedding date up to and including the wedding date, the cancellation charge is 100% of the agreed package price, excluding travel costs.

The reservation charge and costs of a completed trial session are not charged on top of this amount. Payments already made are credited against the amount due. The minimum in Article 6.2 continues to apply. This arrangement is without prejudice to the client's statutory rights.

6.5 Ending the booking after an unsuitable trial session

If the trial-session result does not meet the client's wishes, the client may end the bridal booking by notifying NoukStyle by email within seven calendar days after the trial session. This period starts on the day after the trial session.

In this situation, only €425 including VAT is payable for the completed trial session, including the previously invoiced €150. No additional cancellation charges apply. Articles 6.3 and 6.4 do not apply to this termination. Following termination, the wedding date becomes available for other bookings.

6.6 Cancellation by NoukStyle

If NoukStyle cannot perform the agreed services, it informs the client as soon as possible. For bridal bookings, NoukStyle will make reasonable efforts to propose a suitable replacement professional. Replacement takes place only in consultation with and with the client's consent. Availability of a replacement cannot be guaranteed.

If no replacement is agreed and the booking is terminated, NoukStyle refunds payments received for services not performed.

If the trial session has not yet taken place, the €150 reservation charge received is also refunded. If the trial session has already taken place, the total trial-session price of €425 including VAT remains payable. The €150 is included in this amount and is not retained separately. This provision is without prejudice to any statutory rights of the client. This provision is without prejudice to any statutory rights of the client.

Article 7: Force majeure

7.1 Force majeure means a circumstance that prevents performance of the agreement and cannot be attributed to NoukStyle. This may include sudden illness, an accident, natural disasters and government measures, insofar as these actually make performance impossible.

7.2 In the event of force majeure, NoukStyle informs the client as soon as possible. For bridal bookings, the availability of a suitable replacement is explored first, in accordance with Article 6.6. Services are rescheduled only with the client's consent.

7.3 If performance on the agreed wedding date is impossible and no replacement or rescheduling is agreed, the part of the booking that cannot be performed is terminated. Refunds are made in accordance with Article 6.6. Insofar as the situation genuinely constitutes force majeure, NoukStyle is not required to pay damages for that impediment. The client's statutory rights remain unaffected.



Article 8: Liability

8.1 Due care and liability; NoukStyle performs its services with the care expected of a reasonably competent and reasonably acting professional. Whether and to what extent NoukStyle is liable for damage is determined by the circumstances and applicable law.

8.2 Insurance and handling of damage claims

8.2.1 NoukStyle holds business liability insurance. Damage claims are reported to its insurer or insurance adviser as soon as possible.

8.2.2 Insurance cover is assessed under the applicable policy terms and clauses. Lack of cover or rejection by the insurer does not automatically mean that NoukStyle is not liable.

8.2.3 An insurance excess is not passed on to the client solely for that reason.

8.3 Allergies, sensitivities and skin irritation

8.3.1 NoukStyle works with carefully selected products and materials and takes appropriate hygiene measures. Nevertheless, allergic reactions or skin irritation may occur.

8.3.2 The client must inform NoukStyle before treatment begins of known allergies, sensitivities and skin or eye conditions relevant to the treatment. Where such circumstances apply, NoukStyle discusses with the client whether the treatment must be adjusted or cannot be performed.

8.3.3 An allergic reaction or irritation does not automatically mean that NoukStyle is liable. Whether liability arises depends on the circumstances and applicable statutory rules. This provision does not exclude liability for a failure by NoukStyle to exercise due care.

8.4 Complaints about the services

8.4.1 The client is requested to notify NoukStyle of a complaint about performance as soon as possible. If a problem is noticed during the work, the client should preferably raise it immediately so that NoukStyle can offer a suitable solution where possible.

8.4.2 A complaint may be submitted by email to anouk@noukstyle.nl, describing the complaint and the date the services were performed.

8.4.3 NoukStyle responds substantively within 14 calendar days after receipt of the complaint. If more time is needed, NoukStyle explains within that period why and when a substantive response can be expected.

8.4.4 The parties endeavour to reach a suitable solution through consultation. This complaints procedure does not restrict the client's statutory rights.

Article 9: Privacy



9.1 NoukStyle is transparent and handles personal data with care. We take appropriate technical and organisational measures to safeguard the reliability, security and integrity of the data we collect.

9.2 Further information is provided in the Privacy Statement.

Article 10: Amendments, interpretation and availability of these terms

10.1 These terms are available on NoukStyle's website at www.NoukStyle.nl.

10.2 When interpreting the content and scope of these terms and conditions, the Dutch text always prevails.

10.3 The version of the terms and conditions provided to the client before or when the agreement was concluded applies to the agreement. Subsequent amendments apply to new agreements and do not automatically change existing arrangements.

10.4 These terms and conditions and every agreement between the client and NoukStyle are governed by Dutch law.

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