

Terms and Conditions

1. **Introduction** Welcome to Buca Media B.V. ("we," "our," or "us"). By using our website and services, you agree to these Terms and Conditions ("Terms"). If you do not agree, please refrain from using our platform. At Buca Media B.V., we are committed to helping individuals achieve their personal health goals. Our services are designed to empower you with the tools, guidance, and motivation needed to improve your health, manage your weight, and enjoy a more balanced lifestyle. With a focus on personalized coaching, we strive to provide a supportive and effective experience tailored to your unique needs.
2. **Description of Services** We provide personalized online coaching focused on health, weight management, and achieving a balanced lifestyle. Our expert coaches create tailored plans that address a range of areas, including nutrition, exercise, stress management, and lifestyle improvement. By working closely with you, our goal is to support you in making sustainable changes that contribute to your overall well-being and long-term success.
3. **Scope of Activities** Our services are dedicated exclusively to online coaching and wellness. We do not provide medical advice, diagnoses, or treatments. Instead, we focus on empowering individuals to make sustainable health and lifestyle changes through informed choices and consistent support. Our programs are designed to complement, not replace, the advice of medical professionals.
4. **Independence of Operations** We operate independently and process all payments directly through our secure platform. Funds are managed exclusively for the benefit of our coaches and partners, ensuring a seamless and transparent experience for all users. By maintaining independence, we prioritize the integrity and reliability of our services.
5. **Payment Terms**
 - **5.1 Payment Process** Payments are made via our platform at <https://s2s.nl>, securely processed using various methods, including bank wires, SEPA, PayPal, and localized payment options. We prioritize security and offer multiple payment methods for your convenience.
 - **5.2 Currency and Taxes** Payments are processed in the currency specified during checkout, including applicable taxes. Any discrepancies in currency conversion rates are subject to your payment provider's terms.
6. **Dispute Resolution**
 - **6.1 Client Responsibilities** For any concerns or questions, please contact us promptly at [contact email/phone]. We aim to resolve disputes quickly and effectively, ensuring your satisfaction with our services.
 - **6.2 Platform Responsibility** Our platform is designed to manage payments and disputes directly. We take these responsibilities seriously and work to ensure fair outcomes for all parties involved.
 - **6.3 Refund Policy** Refunds are available before the first coaching session. After the session begins, refunds are not issued unless under special circumstances. Please note that once you accept your coach, we do not offer

refunds after your free introduction meeting. This policy is in place to protect the time and resources of both coaches and clients.

- **6.4 Chargeback Policy** Chargebacks must be accompanied by relevant details to facilitate thorough investigation and resolution. We encourage open communication to prevent disputes from escalating unnecessarily.
- 7. **Service Availability** Our services are available globally, subject to the capacity of our coaching team. We continuously strive to expand our availability and accommodate clients from diverse regions and time zones.
- 8. **Complaint Policy** Submit complaints via email, phone, or our website. We are dedicated to addressing issues efficiently and aim to resolve them within three working days. If you are dissatisfied with the outcome, we offer an appeals process to ensure fair treatment and accountability.
- 9. **Intellectual Property** All content on our platform, including text, graphics, and other materials, is owned by Buca Media B.V. and protected by copyright and trademark laws. Unauthorized use or reproduction of our intellectual property is strictly prohibited.
- 10. **Privacy Policy** Your personal information is handled according to our Privacy Policy, which outlines how we collect, use, and protect your data. By using our services, you consent to these practices. We are committed to maintaining the highest standards of data security and confidentiality.
- 11. **Limitations of Liability** We are not liable for indirect or incidental damages, including but not limited to loss of data, profits, or business opportunities. Our total liability is limited to the amount paid for the specific service. This limitation ensures transparency and fairness while encouraging responsible use of our platform.
- 12. **Jurisdiction and Governing Law** These Terms are governed by Dutch law. Any disputes arising under these Terms are subject to the exclusive jurisdiction of courts in the Netherlands. We encourage amicable resolution of disputes whenever possible.
- 13. **Modifications to Terms** We may update these Terms at any time to reflect changes in our services or legal requirements. Continued use of our services constitutes acceptance of the revised Terms. We recommend reviewing this document periodically to stay informed.
- 14. **Contact Information Buca Media B.V.**
Email: info@buca.media
Website: <https://s2s.nl>
- 15. **Miscellaneous**
 - **15.1 Severability** If any part of these Terms is found invalid or unenforceable, the remaining provisions remain effective and enforceable.
 - **15.2 Waiver** Failure to enforce any provision of these Terms does not constitute a waiver of that provision or any other provision.

Thank you for choosing Buca Media B.V. We are committed to supporting you on your journey to improved health and a balanced lifestyle.

