

GLOBALHAIR GENERAL CONDITIONS These General Terms and Conditions apply to the agreement between Global Hair, registered in the trade register of the Chamber of Commerce under number 64584127, and the customer, unless the parties have explicitly deviated from this in writing. Art. 1: Definition of terms a. Global Hair: Mediation agency that offers persons residence and / or transfers for medical treatments abroad. b. Agreement: The agreement by which Global Hair undertakes towards the customer to provide the following services, or parts of the following services: 1. Bringing the customer into contact with a specialized medical institution on the basis of the offer made between the customer and the medical institution; 2. Stay in hotel / apartment or equivalent accommodation; 3. Necessary transfers between airport, hotel / apartment and / or medical institution; . In some cases, the customer may decide in consultation with Global Hair to choose only some of the above components. For example, the customer can opt for an individual package, whereby several of the above components will be provided by the customer himself. c. Service provider: The carrier, accommodation provider and / or other service providers, in the broadest sense words , with whom the customer enters into an agreement and who is responsible for the execution of the service with due observance of the applicable conditions. d. Medical institution The medical institution where the customer is undergoing medical treatment and for which the customer may have received a quote prior to treatment. e. Customer : Any natural or legal person who has come into contact with GLOBAL HAIR in order to use the services of GLOBAL HAIR.

Article 2: Applicability of these conditions Art. 2, paragraph 1 These conditions form part of all registration forms for the respective medical treatments and apply to all related (legal) acts between GLOBAL HAIR and the customer. Art 2, paragraph 2 These conditions prevail over any General Terms and Conditions of the customer. Art 2, paragraph 3 The customer waives the applicability of his or her General Terms and Conditions. Article 3: Conclusion of the agreement Art. 3, paragraph 1 The agreement is concluded by acceptance by the customer of GLOBAL HAIR's offer. This offer consists of a specified statement of costs for accommodation and a specified statement of costs for medical treatment, as drawn up by the medical institution. The acceptance takes place by accepting the offer and / or quotation via email. As soon as approval has been received by GLOBAL HAIR, GLOBAL HAIR will confirm the registration. The agreement has been concluded with this. Art 3, paragraph 2 The customer hereby accepts these General Terms and Conditions and payment terms set by GLOBAL HAIR. Art 3, paragraph 3 The customer shall provide GLOBAL HAIR with all information concerning himself and the fellow travelers registered by him that may be important for the conclusion or execution of the agreement before or at the latest on the day of acceptance. If it appears that medical treatment cannot proceed due to the customer's unsuitability for such treatment, this unsuitability will be for the customer's account and risk. Art 3, paragraph 4 GLOBAL HAIR is not responsible for photos, brochures and other information material, insofar as published under the responsibility of third parties, medical institutions and / or service providers. Article 4 Payment and / or cancellation Art. 4, paragraph 1 At the conclusion of the agreement, the total amount for medical treatment, accommodation, flight ticket, transfers, as referred to in Article 1 b, must be paid, whereby a payment term of 1 week applies, unless otherwise agreed. If GLOBAL HAIR services are to be provided within 1 week, payment must be made immediately and immediately. Art. 4 (2) All amounts charged by GLOBAL HAIR must be paid without discount or deduction. The customer is not authorized to set off. Furthermore, the customer has no right to suspend any payment obligation towards GLOBAL HAIR. Art. 4, paragraph 3 In the event of late payment of the total costs, including the medical costs, the customer is in default. He will be notified of this in writing by

GLOBAL HAIR. The customer then still has the option to pay the amount due within 7 working days. If payment is still not forthcoming, the agreement will be deemed to have been canceled on the day of default. GLOBAL HAIR then has the right to charge the cancellation costs due for this, as stated under art. 4, 4. Art. 4, paragraph 4 Cancellation by the customer In case of cancellation of the agreement by the customer, the customer owes cancellation and administration costs for the stay and flight ticket. The general cancellation costs are as follows: • In case of cancellation from 30 days to 21 days before departure: 50% of the travel sum (at least at the level of the deposit). • Cancellation from 21 days to 5 days before departure: 75% of the travel sum. • Cancellation from 5 days before departure or later: the full travel sum. Art. 4, paragraph 5 If the customer is in default towards GLOBAL HAIR, he is obliged to fully reimburse GLOBAL HAIR for extrajudicial and judicial costs. The extrajudicial costs to be reimbursed by the customer amount to at least 20% of the unpaid amount, with a minimum of € 250. Article 5 Costs Art. 5, paragraph 1 GLOBAL HAIR has the right to change the costs up to 5 weeks before departure, if the cost of the services of GLOBAL HAIR increases by more than 20%. Art. 5, paragraph 2 The customer has the right to reject an increase in the costs as referred to in the previous paragraph. He must, under penalty of forfeiture, exercise this right within 3 working days after receipt of the notification of the increase. Article 6 information Art. 6, paragraph 1 The customer is aware that the medical treatment takes place abroad. The customer must be in possession of the necessary travel documents on departure and during the trip, such as a valid passport and any necessary visas, proof of vaccinations and vaccinations and the like. In addition, the customer must also book a flight to the place of the medical institution abroad. The flight can also be arranged by GLOBAL HAIR. Unless otherwise agreed with the customer. The ANVR conditions apply to the airline tickets. Art. 6, paragraph 2 If the customer cannot make the trip to the medical institution (in full) due to the lack of any (valid) document, this will be at the expense of all associated consequences and the cancellation conditions as stated under art. 4 (4) apply. Article 7 information about accommodation The necessary information about hotel / apartment and / or transfers will be made available to the customer no later than 1 week before departure, unless this period must be exceeded for justified reasons. Article 8 Changes by the customer Art. 8, paragraph 1 After the agreement has been concluded, the customer can request changes to it. Until 1 month before departure, these changes will be made as far as possible and in that case confirmed in writing by GLOBAL HAIR. Art. 8 (2) GLOBAL HAIR will decide on this request as soon as possible after receipt of the change request. Rejection must be motivated and the customer must be notified without delay. The customer can maintain or cancel the original agreement. In the latter case, the cancellation costs apply as stated in Article 4, paragraph 4. Art. 8, paragraph 3 From 1 month before departure, changes will generally not be possible. Article 9 Changes, possibly followed by cancellation by GLOBAL HAIR of residence. Art. 9, paragraph 1 GLOBAL HAIR has the right to change the agreed services regarding accommodation on one or more essential points due to important circumstances. Important circumstances are circumstances that are of such a nature that further commitment of GLOBAL HAIR to the agreement cannot reasonably be required. If the cause of the change can be attributed to the customer, the resulting damage will be charged to the customer. If the cause of the change can be attributed to GLOBAL HAIR, the resulting damage will be charged to GLOBAL HAIR. This article does not apply to medical treatment. Art. 9, paragraph 2 GLOBAL HAIR must submit a change proposal in the form of an alternative offer to the customer within 48 hours (2 working days) after the serious circumstances have occurred. This obligation lapses if the cause of the change is attributable to the customer. The customer can reject the change (s).

Art. 9, paragraph 3 a. The alternative offer must be at least equivalent. The equivalence of an alternative accommodation should be assessed according to objective standards. Art. 9, paragraph 4 GLOBAL HAIR may also amend the agreement on a non-material point due to important circumstances, which are immediately communicated to the customer. In that case, the customer can only reject the change if the change is to the disadvantage of more than average minor significance. Art. 9, paragraph 5 In case of cancellation on the basis of the previous paragraph, GLOBAL HAIR will reimburse the customer for the damage suffered, unless the cancellation is the result of force majeure as referred to in Article 10, paragraph 4. Article 10 Liability and force majeure Art. 10, paragraph 1 Without prejudice to the provisions of Articles 8, 9, 11, 12 and 13, GLOBAL HAIR is obliged to execute the agreement in accordance with the expectations that the customer could reasonably have under the agreement. This liability is limited to residence and any transfers as stated under art. 1b, points 2 and 3. GLOBAL HAIR cannot be held liable for medical treatment and / or the result thereof. Art. 10, paragraph 2 If the said stay and / or transfers does not proceed in accordance with the expectations referred to in paragraph 1, the customer is obliged to inform the parties involved as referred to in Article 13 paragraph 1 as soon as possible. Art. 10, paragraph 3 If the stay and / or transfers do not proceed in accordance with the expectations referred to in paragraph 1, GLOBAL HAIR is obliged to compensate any damage, unless the shortcoming in the performance cannot be attributed to him; whether the shortcoming in the execution of the agreement is due to force majeure as referred to in paragraph 4 of this article. Art. 10 (4) Force majeure means abnormal and unforeseeable circumstances that are independent of the will of the person relying on them and the consequences of which, despite all precautions, could not be avoided. Examples include the cancellation and or change of flights, insofar as GLOBAL HAIR could not have influenced this. Article 11 Exclusion and limitations of liability GLOBAL HAIR Art. 11 (1) When GLOBAL HAIR is liable under Article 10 for the damage suffered by the customer, his liability will be limited or excluded in accordance with the applicable treaties. Nor does he accept liability for damage for which there is a claim for compensation under an insurance policy (for example, by taking out travel and / or cancellation insurance or health insurance), as well as liability for damage suffered by the customer in the context of the exercise. of a profession or company (including damage due to missing connections or late arrival at the place of destination). Art. 11 (2) GLOBAL HAIR does not accept any liability for damage resulting from acts and / or omissions of the service provider (s) concerned, nor for the correctness of the information provided by these service provider (s). GLOBAL HAIR is not responsible for photos, leaflets, brochures and other information material, insofar as published under the responsibility of third parties. Art. 11, paragraph 3 GLOBAL HAIR accepts no liability for damage resulting from medical treatment and / or medical examination. The customer is aware of the intended medical treatment and the costs thereof by means of the quotation sent by the medical institution. The customer declares that he cannot hold GLOBAL HAIR liable for the consequences of the medical treatment undergone. The doctors are autonomous from a medical point of view and are themselves responsible for the work assigned to them in connection with the medical institution. Damage resulting from medical treatment is entirely at the risk and expense of the doctor. Art. 11 (4) After completion of the preliminary examination, conducted anywhere in the world, the customer cannot derive any rights from the physician's findings. GLOBAL HAIR cannot be held responsible for the findings and advice of the physician. GLOBAL HAIR will not cooperate on legal matters. Art. 11, paragraph 5 The customer declares that he has been sufficiently and plausibly informed by the medical institution and that he is aware of

the possible risks and limitations of the medical treatment and / or medical examination that he has voluntarily undertaken. Art. 11 (6) Customers can contact GLOBAL HAIR if they have any questions about the functioning of the treating physician, who can play an intermediary role between the client and the treating physician. Art. 11, paragraph 7 In accordance with Article 1c of these General Terms and Conditions, the agreement of the customer and service provider (including the medical institution, hospital or doctor) is subject to the conditions of the relevant service provider. Art. 11, paragraph 8 GLOBAL HAIR is not responsible for any commitments that materially depart from the terms of these Terms or the terms of the responsible service provider, unless such commitments are subsequently confirmed in writing by email or post. Art. 11, paragraph 9 The exclusions and / or limitations of GLOBAL HAIR's liability included in this article also apply to the employees of GLOBAL HAIR, unless this is excluded by convention or law. Article 12 obligations of the customer The customer (s) is / are obliged to comply with all instructions from GLOBAL HAIR and / or the medical institution to promote the proper execution of the services of GLOBAL HAIR and / or the medical institution and is / are liable for damage caused by his / their unauthorized behavior, judging by the measure of the behavior of a correct customer. In the event of non-compliance with this, all resulting costs are for the account of the customer. Article 13 Complaints Art. 13, paragraph 1 An observed shortcoming in the execution of the stay and / or transfers as referred to in Article 10, paragraph 2, must be reported as soon as possible to the service provider concerned, so that he can find an appropriate solution. If the shortcoming is not resolved within a reasonable period and the quality of the service provided by GLOBAL HAIR is impaired, it must be reported to GLOBAL HAIR without delay. Art. 13, paragraph 2 If the shortcoming has not yet been satisfactorily resolved and gives rise to a complaint, the customer must report this to GLOBAL HAIR in writing by email or post as soon as possible. Art. 13 (3) Dutch law applies to all disputes between GLOBAL HAIR and the customer. Only a Dutch court is authorized to take cognizance of these disputes.