

Privacy, Booking and Cancellation Terms

For massages, training sessions, programs and other intimázs services

Effective from 15 September 2026

Dear Guest,

At intimázs, we believe it is important that your registration, booking and participation take place within a transparent, safe and predictable framework. This document brings together our principles on data processing, bookings and program registrations, as well as changes and cancellations.

These terms apply to massages, consultations, training sessions, workshops, circles, yoga sessions, community events and other programs organised or arranged by intimázs, unless the description of the particular service or program sets out separate terms that differ from these.

1. Privacy Notice

1.1. Data controller

Name of the data controller: Cserép Imre e.v. (sole trader)

Contact address: 1111 Budapest, Budafoki út 17.

Email: hello@intimazs.hu

Telephone: +36 30 389 8953

The data controller's exact legal name, registered office and, where applicable, tax number must be completed with the operator's official details before final publication of this document.

1.2. What data do we process?

- Name;
- Email address and telephone number;
- The selected service or program, its date and time, and booking details;
- Any message, question or other information voluntarily provided by the applicant;
- Data relating to payments, advance payments, invoicing and cancellations that are necessary to provide the service;
- Contact and customer service communications.

Please provide only the personal data needed for registration, booking or communication in forms and messages. Only provide health data or other special categories of personal data if they are genuinely necessary for the safe provision of the particular service.

1. Privacy Notice

1.3. Purposes and legal bases of processing

- Receiving, confirming, changing and fulfilling registrations and bookings;
- Communicating with guests or participants;
- Organising and delivering the service or program;
- Handling payments, advance payments, invoicing and any refunds;
- Handling customer service enquiries and complaints;
- Complying with legal and accounting obligations and pursuing legitimate claims.

Depending on the circumstances, the legal basis for processing is taking steps prior to entering into a contract and performing the contract, compliance with a legal obligation, the data controller's legitimate interests or, where specifically required, the data subject's consent.

1.4. Data retention

We retain registration and booking data for as long as necessary to fulfil the purpose of processing and to settle the related rights and obligations. Data that must be retained under accounting or other legislation are processed for the period prescribed by the relevant legislation. Processing based on consent may continue until consent is withdrawn or the relevant purpose ceases to apply.

1.5. Data transfers and processors

Personal data may be accessed only by staff, collaborators and service providers who need them to perform their duties. intimázs may use hosting, email, form management, IT, payment, invoicing or other technical service providers in its operations. We transfer data to third parties only on an appropriate legal basis and to the extent necessary.

1.6. Data security

intimázs seeks to protect the confidentiality, integrity and availability of personal data through appropriate technical and organisational measures, and to prevent unauthorised access, use, alteration or disclosure.

1.7. Your rights as a data subject

Within the scope of applicable data protection rules, you may request information about the processing of your personal data, access to your data, rectification or erasure, or restriction of processing. You may object to certain processing activities and, where the relevant conditions are met, request data portability. You may withdraw your consent at any time; this does not affect the lawfulness of processing before withdrawal.

You can send your data protection request to hello@intimazs.hu. You may also seek a remedy from the competent data protection supervisory authority or a court.

2. Booking and Participation Terms

2.1. Booking or registration

You can register for a massage, consultation, training session or program using the form available on the website or in the manner specified for the particular program. Submitting a registration does not always secure your place definitively; if an advance payment or payment in advance is required, the booking may become final upon receipt of the requested amount.

2.2. Service or program details

Before registering, please check the name, date and time, location, duration, participation fee and any special conditions of the selected service or program. If a program's own information contains terms that differ from this document, the special terms expressly communicated for that program take precedence.

2.3. Participation and cooperation

Services and programs take place in a calm, safe and mutually respectful environment. Please arrive at the specified time and respect the boundaries and rules of the program leader, massage practitioner, instructor, other participants and the venue. intimázs reserves the right to refuse or terminate participation in the event of seriously disruptive or endangering behaviour, or behaviour that breaches the mutually agreed boundaries and rules.

2.4. Program changes or cancellation

An appointment may need to be rescheduled, or a program cancelled, for organisational, personnel-related or other unavoidable reasons. In such cases, we will notify you as soon as possible and offer you a choice between a new date and, if the service cannot be provided, a refund of the unused amount paid.

3. Cancellation and Rescheduling Terms

3.1. Cancellation or rescheduling at least 24 hours in advance

If your pre-arranged massage, training session or program appointment is no longer convenient, you may of course reschedule or cancel it. Please notify us by email at hello@intimazs.hu at least 24 hours before the scheduled start time.

If you cancel at least 24 hours in advance, we will refund the advance payment or prepaid participation fee in full, or transfer it to another date by agreement.

3.2. Cancellation less than 24 hours in advance or non-attendance

Please note that if you cancel less than 24 hours in advance or do not attend, the advance payment or participation fee paid cannot be refunded.

3.3. Exceptions or different terms

Different cancellation deadlines or conditions may apply to certain programs involving larger groups, external venues, multiple days or special organisational arrangements. We will always inform you of these before registration, in the program description or confirmation.

3.4. Refunds

Where a refund is due under these terms, we will, wherever possible, use the original payment method. Data required for the refund are processed solely for that purpose.

4. Declaration of Acceptance

By submitting the booking or registration form, or by ticking the relevant acceptance checkbox, the applicant confirms that they have read these Privacy, Booking and Cancellation Terms.

Thank you for your understanding and considerate attention.

With warm regards,
the intimázs team