

Terms and Conditions of Service

Psychological Center "CLINIC OF HAPPINESS"

Effective from 15 October 2026.

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§ 1. GENERAL PROVISIONS

1. These Terms and Conditions set out the rules for the provision of psychological consultation services by the Service Provider, including the rules for booking, payment, cancelling a visit, withdrawal from the contract, refunds, and submitting and handling complaints.
2. These Terms and Conditions are made available free of charge at <https://psy-happiness.com/regulamin/> in a way that allows them to be downloaded, saved and printed.
3. These Terms and Conditions have been drawn up in accordance with the Act of 30 May 2014 on Consumer Rights (ustawa o prawach konsumenta), the Act of 23 April 1964 – Civil Code (Kodeks cywilny) and the Act of 18 July 2002 on the Provision of Electronic Services (ustawa o świadczeniu usług drogą elektroniczną).
4. Booking a service requires reading and accepting these Terms and Conditions.

§ 2. DEFINITIONS

1. **Service Provider** – Yuliia Nosenko, running a sole proprietorship under the brand "CLINIC OF HAPPINESS", details in § 3.

2. **Client** – a natural person with full legal capacity who books or uses a Service; in the case of a minor – their parent or legal guardian.
3. **Consumer** – a Client who is a consumer within the meaning of Article 22¹ of the Civil Code.
4. **Entrepreneur with consumer rights** – a natural person concluding a contract directly related to their business activity, where the content of the contract shows that it is not of a professional nature for that person (Article 38a of the Consumer Rights Act).
5. **Service** – a psychological consultation provided in person at the Office or online, as described in § 4.
6. **Visit** – a single meeting within a Service of a specified duration.
7. **Office** – the place where in-person Services are provided: ul. Wolska 84/86, Warszawa.
8. **Specialist** – a psychologist or psychotherapist providing the Service on behalf of the Service Provider.
9. **Durable medium** – a medium that allows information to be stored and reproduced in unchanged form, in particular an e-mail message or a PDF file.

§ 3. SERVICE PROVIDER DETAILS AND CONTACT

1. The Service Provider is:
JDG Yuliia Nosenko (brand "CLINIC OF HAPPINESS")
NIP: 5273154319
REGON: 541076777
Registered address: ul. Powstańców Śląskich 108C lok. 41, 01-466 Warszawa
2. Office (in-person consultations): ul. Wolska 84/86, Warszawa.
3. Customer support:
 - e-mail: clinicofhappiness@gmail.com
 - phone: +48 797 649 969
 - reception hours: Mon–Sun 10:00–20:00 · appointments by prior booking only
4. Appointments take place by prior booking of a Visit only.

5. The Service Provider does not provide emergency help and is not an emergency service. In the event of a direct threat to life or health, call the emergency number 112 or go to a hospital emergency department (SOR).

§ 4. SERVICES AND PRICES

1. The Service Provider offers the following Services, in person at the Office or online (video call):

SERVICE	DURATION
Individual therapy	50 minutes
Crisis intervention	50 minutes
Child therapy	50 minutes
Couples therapy	90 minutes

2. Visit prices depend on the Specialist and are as follows:

SPECIALIST	INDIVIDUAL THERAPY	CRISIS INTERVENTION	CHILD THERAPY	COUPLES THERAPY
Yuliia Nosenko	250 zł	275 zł	250 zł	350 zł
Polina Bibikova	230 zł	250 zł	230 zł	325 zł
Olha Sidenko	210 zł	235 zł	210 zł	290 zł
Olha Gaga	210 zł	235 zł	210 zł	290 zł

3. All prices are final (gross) prices in Polish zloty (PLN). The Client does not pay any additional fees.
4. Online Services are provided via the video messenger indicated by the Service Provider.
Technical requirements: a device with a camera, microphone and speaker, an up-to-date browser or messenger app, and a stable internet connection. The Client provides themselves with a quiet place where they can talk freely.
5. The Service is not medical diagnosis or treatment. If the Specialist considers it necessary, they will recommend a consultation with a doctor.

§ 5. BOOKING AND CONCLUSION OF THE CONTRACT

1. Bookings can be made:
 - a) via the form at <https://psy-happiness.com>,
 - b) by e-mail, by phone or via a messenger (Telegram, WhatsApp).
2. After receiving the request, the administrator agrees with the Client on the Specialist, the format (in person/online), and the date and time of the Visit.
3. Before payment, the Client receives an order summary: type of Service, Specialist, format, date, time, duration and price.
4. The Client accepts these Terms and Conditions and places the order by clicking the button "Zamawiam z obowiązkiem zapłaty" ("Order with obligation to pay").
5. The contract for the provision of the Service is concluded when the order with obligation to pay is placed. The Visit slot is reserved once the payment has been received.
6. The Service Provider sends the Client, to their e-mail address, confirmation of the conclusion of the contract on a Durable medium, together with these Terms and Conditions, the model withdrawal form and – if submitted – confirmation of the request to start the service before the withdrawal period expires.

§ 6. PAYMENTS

1. Services are paid in advance in full (100% prepayment) in Polish zloty (PLN).
2. Online payments are handled by the payment operator Przelewy24 – PayPro S.A., based in Poznań, ul. Pastelowa 8, 60-198 Poznań, KRS 0000347935, NIP 7792369887.
3. The available payment methods are those offered by Przelewy24 at the time of payment, in particular fast online transfers, BLIK and payment cards.
4. Until the payment has been received, the selected slot remains available to other Clients.
5. At the Client's request, the Service Provider issues a bill (rachunek) or an invoice.

§ 7. RESCHEDULING, CANCELLATION AND LATENESS

1. The Client may reschedule or cancel a Visit free of charge by notifying the Service Provider no later than 24 hours before it begins. In that case, at the Client's choice, the amount paid is transferred to another agreed date or refunded in full.
2. If a Visit is cancelled or rescheduled less than 24 hours before it begins, or the Client does not attend, the Visit is deemed to have taken place and the fee is neither refunded nor transferred, as the slot was reserved exclusively for the Client.
3. The provisions of section 2 do not limit the Consumer's statutory right to withdraw from the contract on the terms set out in § 8.
4. If the Client is late, the Visit ends at the originally agreed time and the price is not reduced. If the start was delayed through the fault of the Specialist, the Client receives the full Visit time.
5. If a Visit cannot take place for reasons attributable to the Service Provider or the Specialist, the Client may choose a new date or a full refund of the amount paid.
6. Rescheduling and cancellations should be reported by e-mail or phone using the details given in § 3.

§ 8. RIGHT OF WITHDRAWAL

1. A Consumer who has concluded a distance contract may withdraw from it without giving any reason within 14 days of the day the contract was concluded.
2. To exercise the right of withdrawal, the Consumer submits a statement of withdrawal by e-mail to clinicofhappiness@gmail.com or in writing to the Service Provider's registered address. The Consumer may use the model form in Annex No. 1, but this is not mandatory. To meet the deadline, it is sufficient to send the statement before it expires.
3. If a Visit is to take place before the 14-day withdrawal period expires, the Consumer may expressly request that the Service begin before that period expires. The request is made when ordering by ticking the relevant box.
4. The right of withdrawal does not apply to a Service that has been fully performed with the Consumer's express prior consent, where the Consumer was informed before the start of the service that they would lose the right of withdrawal once the Service Provider had performed the service, and acknowledged this (Article 38(1)(1) of the Consumer Rights Act).

5. If the Consumer withdraws from the contract after making the request referred to in section 3 but before the Service has been fully performed (e.g. after some of several Visits paid together), they pay for the services performed up to the moment of withdrawal, in proportion to their scope (Article 35 of the Consumer Rights Act).
6. The Service Provider refunds the payments due to the Consumer without undue delay, no later than 14 days from the day the statement of withdrawal is received, using the same means of payment as the Consumer used, unless the Consumer has expressly agreed to another method of refund that does not involve any costs for them.

§ 9. COMPLAINTS

1. The Client may submit a complaint about a Service or the operation of the website:
 - a) by e-mail to: clincofhappiness@gmail.com,
 - b) in writing to the registered address: ul. Powstańców Śląskich 108C lok. 41, 01-466 Warszawa.
2. A complaint should include: first and last name, contact details, the date of the Visit or order, a description of the issue, and the Client's request. Missing details do not mean the complaint will not be considered, but may make it harder to handle.
3. The Service Provider considers the complaint and replies within 14 days of receiving it. If the Service Provider does not reply within that time, the complaint is deemed to have been accepted.
4. The reply to a complaint is provided on paper or another Durable medium, in particular by e-mail.
5. If the complaint is accepted, the Service Provider, in line with the Client's request, offers a repeat Visit at a new date, a price reduction or a refund of the amount paid.

§ 10. OUT-OF-COURT DISPUTE RESOLUTION

1. The Consumer may use out-of-court methods of handling complaints and pursuing claims, in particular:
 - a) ask the municipal or district consumer ombudsman (rzecznik konsumentów) for free assistance,
 - b) apply to the Masovian Provincial Inspector of Trade Inspection in Warsaw (Mazowiecki Wojewódzki Inspektor Inspekcji Handlowej) to initiate mediation proceedings, or to a permanent consumer arbitration court,
 - c) use the information available on the website of the Office of Competition and Consumer Protection (UOKiK): <https://prawakonsumenta.uokik.gov.pl>.
2. Using out-of-court dispute resolution methods is voluntary.

§ 11. ENTREPRENEUR WITH CONSUMER RIGHTS

The provisions of these Terms and Conditions concerning the Consumer, including the right of withdrawal, also apply to an Entrepreneur with consumer rights.

§ 12. CONFIDENTIALITY AND PERSONAL DATA

1. Specialists keep confidential any information obtained in connection with the provision of the Service. Confidentiality may be limited only in cases provided for by law, in particular in the event of a direct threat to the life or health of the Client or another person.
2. The controller of personal data is the Service Provider. The rules for data processing are set out in the Privacy Policy available at <https://psy-happiness.com>.

§ 13. MINORS

1. Services for a minor are provided with the consent of a parent or legal guardian, who concludes the contract and makes the payment.
2. The rules for parental involvement and the limits of confidentiality towards the minor are discussed at the first meeting.

§ 14. FINAL PROVISIONS

1. Matters not covered by these Terms and Conditions are governed by Polish law, in particular the Consumer Rights Act and the Civil Code.
2. These Terms and Conditions do not limit the Consumer's rights under mandatory provisions of law. In the event of a conflict, those provisions apply.
3. The Service Provider may amend these Terms and Conditions for important reasons, in particular changes in legislation or in the way Services are provided. Contracts concluded before an amendment are governed by the Terms and Conditions in the version in force on the day the contract was concluded.
4. These Terms and Conditions are effective from 15 October 2026.

ANNEX NO. 1 - MODEL WITHDRAWAL FORM

(complete and return this form only if you wish to withdraw from the contract)

To:

JDG Yuliia Nosenko (brand "CLINIC OF HAPPINESS")
ul. Powstańców Śląskich 108C lok. 41, 01-466 Warszawa
e-mail: clinicofhappiness@gmail.com

I/We(*) hereby give notice that I/we(*) withdraw from my/our contract for the provision of the following service(*):

.....

Contract concluded on:

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only if this form is sent on paper):

Date:

(*) Delete as appropriate.