



## TERMS & CONDITIONS

PsyCoachFamily

2548 JR, Den Haag, Netherlands

### ARTICLE 1. DEFINITIONS

In these general terms and conditions, the following definitions are used:

- Participant: client; “you/yours”.
- Contractor: PsyCoachFamily; “we/our”.
- Services: 1 on 1 Coaching, group workshops
- We reserve the right to refuse services to anyone, for any reason, at any time.

### ARTICLE 2. APPLICABILITY

- These general terms and conditions apply to all verbal and written offers/agreements between participant and contractor concerning services.
- By agreeing to our services, you confirm that you have read, understood, and agreed to these general terms and conditions.

### ARTICLE 3. PRICING, OFFERS AND AGREEMENTS

- All (price) offers by contractor are non-binding and expire after 30 days.
- Pricing in offers include VAT, unless otherwise specified.
- These general terms and conditions apply to all verbal and written offers/agreements between participant and contractor concerning services.
- Client will not be held accountable for an offer/agreement when I (contractor) can clearly understand/see that there has been a miscommunication.
- An agreement is reached when the contractors offer is agreed upon verbally or in writing by the client.
- When - during execution period of the agreement - it seems that alteration of our agreement is necessary to ensure optimal results, both parties will review the agreement by common accord.



#### ARTICLE 4. CONFIDENTIALITY

- Both parties are obliged to confidentiality of all confidential information they have received as part of their agreement. Information is confidential when classified as such by contractor or client, or whenever the nature of the information indicates confidentiality as appropriate.

#### ARTICLE 5. PAYMENT

- Payments must be made before the start of each session or workshop.
- Payments shall be made by electronic bank transfer to the - by contractor – specified Bank Account.
- When payment obligations are unmet, the contractor will send a reminder. If obligations are still unmet, the contractor reserves the right to charge client 10 Euros for administration costs.

#### ARTICLE 6. WITHDRAWAL AND CANCELATION

- Appointments can be cancelled free of charge if cancellation is communicated per phone/WhatsApp no later than 24 hrs prior to date.
- When cancellation occurs later than 24 hrs prior to date, or when no cancellation was communicated at all, the contractor reserves the right to charge 100% of the agreed upon rate.
- Contractor reserves the right to cancel or move appointments in case of illness or private emergencies.
- Both parties reserve the right to withdraw/cancel their agreement at any time, if this is communicated per e-mail.

#### ARTICLE 7. OTHER

- In case of necessary consultation with third parties, contractor shall ask permission from caretaker(s) via a written informed consent.
- During the services, at least one caretaker(s) should be reachable by telephone.
- All assets/goods lent to client, such as games/cards/books/drawings i.e., remain (intellectual) property of PsyCoachFamily, unless otherwise specified by the Contractor.