

Terms and Conditions for Sielkundig

These terms and conditions apply to all services provided by Sielkundig (hereinafter referred to as "the practice") related to therapy, training, and coaching for individuals as well as companies and institutions. By agreeing to a treatment, project, training, or coaching program, the client (individual, company, or institution) agrees to these terms.

1. Definitions

- **Client:** The person or organization (company/institution) that uses the services of the practice.
- **Therapist/Trainer/Coach:** The person providing therapy, training, or coaching, registered and authorized according to applicable laws and regulations.
- **Services:** All forms of therapy, training, and coaching offered by the practice, including but not limited to psychotherapy, personal coaching, team training, and organizational consulting.

2. Service Provision

- The practice offers therapies, training, and coaching to individuals, companies, and institutions. The services may include individual sessions, group sessions, corporate training, leadership or team coaching, and other customized services.
- The nature of the service will be discussed and agreed upon between the client (or representative of a company or institution) and the therapist/trainer/coach.
- The duration and frequency of the sessions or programs will be determined jointly, depending on the specific goals of the client or organization.

3. Appointments, Interim Contact, and Cancellations

- Appointments for therapy, training, or coaching are made and confirmed in consultation between the client and the therapist/trainer/coach.
- Cancellations must be made at least 48 hours before the scheduled session. Late cancellations will result in a charge of 100% of the session fee.
- If a program has been agreed upon between the client and the therapist/coach, and the client withdraws from the agreed program against the advice of the therapist/coach, no refund will be provided for remaining appointments.
- Communication regarding appointments and interim questions should preferably be done via email (eugenie.mulder@gmail.com). In case of urgency, you may contact by phone (0615844083), and you will be called back as soon as possible. In case of a crisis (if you or someone else is concerned about your or another person's safety), the first point of contact should be the GP or out-of-hours GP service.

4. Costs and Payments

- The costs for therapy, training, and coaching are discussed and communicated in advance. Separate rates may apply for customized programs for companies and institutions.

- Payment is always made prior to the appointment or consultation. Only upon payment are scheduled appointments and consultations considered final.
- Payment must be made within 14 days of receiving the invoice. Payment can be made via bank transfer or other pre-agreed payment methods.
- For companies and institutions, payment may be arranged in instalments or based on contracts with longer durations.
- In agreements where a clear term or end date has been agreed, the rates specified in the agreement are valid for the entire term. Upon renewal of the term, the rates will be reassessed.
- If the client does not agree with any new rates, the further collaboration can be terminated. The client cannot demand that the work continues at the previously agreed rate.
- The practice operates without the involvement of health insurers. This means that the client may need to pay more but ensures that treatment quality and customer focus are prioritized.
- The client may submit the invoice to their insurer, but it is unlikely the insurer will reimburse costs unless the practice meets additional requirements. If an insurer does not provide reimbursement, the practice will not take further steps to meet the insurer's criteria.
- In case of payment arrears, the practice is entitled to suspend the agreed services until the client has met their payment obligations or fully terminate the agreed services.

5. Confidentiality

- All information shared during therapy, training, or coaching is confidential unless otherwise agreed or if there is a legal obligation to share information (e.g., in cases of risk to personal safety or the safety of others).
- For companies and institutions, confidential information about the organization or employees will only be shared with the organization's consent. It is the responsibility of the organization to make specific confidentiality agreements for projects or corporate training.
- The therapist/trainer/coach may share information with organizational leaders, provided the client has given consent.
- In compliance with the GDPR, the practice handles your privacy and data carefully. No paper files are kept, and your data is stored in an electronic patient file (EPD). The practice is affiliated with MijnDiaD. Access to the content of the file is only available to the treating professional.
- The client has the right to review (parts of) their file. An appointment will be scheduled so that the client has the opportunity to ask questions. The client may request the destruction of the file.
- Work notes are not part of the medical file.
- The privacy statement, with further information, is available on the website.

6. Intellectual Property

- All materials, methods, documents, and tools used or developed by the therapist, trainer, or coach remain the property of the practice, unless otherwise agreed.
- Companies and institutions receive only the usage rights for materials specifically agreed upon for the program.

7. Health and Safety

- The client is responsible for providing relevant health information that could affect therapy, training, or coaching, such as medical conditions or medication use.
- If the therapist/trainer/coach believes that the treatment or sessions fall outside their area of expertise, the client may be referred to another healthcare provider or specialist.

8. Complaints and Disputes

- If the client is dissatisfied with the treatment, training, or coaching, they are encouraged to immediately inform the therapist/trainer/coach, so that a solution can be sought together.
- If the complaint is not satisfactorily resolved, there is a complaint procedure. The practice is affiliated with the independent interest group **erisietsmisgegaan.nl**. This organization will handle the complaint, assign a complaints officer, and, if desired, present the complaint to a dispute committee.
- In case of disputes, mediation or legal procedures may be employed, depending on the situation. Disputes arising from corporate or institutional programs can be handled by the HR department of the organization or via external mediation.

9. Responsibility and Limitations

- The therapist/trainer/coach will guide the client as best as possible but cannot guarantee the outcomes of therapy, training, or coaching.
- The client remains fully responsible for their own choices and actions, both during and outside of the sessions. This applies to both individuals and employees within an organization.
- For companies and institutions, the practice is not responsible for the execution or implementation of recommendations or changes after the program ends, unless otherwise agreed.

10. Changes to the Terms and Conditions

- The practice reserves the right to modify these terms and conditions at any time. Changes will be visible on the practice's website.

11. Applicable Law

- Dutch law applies to this agreement. Any disputes can be submitted to the competent court in the Netherlands.

12. Contact Information

- Practice Name: Sielkundig
- Address: Walstraat 21, 8011NR Zwolle
- Phone Number: 0615844083
- Email: eugenie.mulder@gmail.com

These terms and conditions are effective from 04-02-2025.

Let me know if you need any adjustments or further clarifications!