

General terms and conditions

Definitions and applicability

- Tofleven: the practice of Gérita de Wilde, established at Rondweg 25, 7468 MD Enter, the Netherlands, registered with the Chamber of Commerce under number 42125970 and with VAT identification number NL005515057B42, which uses these general terms and conditions for the provision of therapeutic services.
- Services: all guidance or training services agreed between the therapist and the client.
- Client: the person participating in a guidance programme or training.
- Applicability: these general terms and conditions apply to all offers and agreements under which the therapist provides services.
- Formation of the agreement: the agreement becomes final once the client accepts a quotation or intake.

Performance and obligations

- Reasonable efforts: the therapist undertakes to perform the services to the best of their knowledge and ability and, where applicable, in accordance with a code of conduct. This is an obligation to use reasonable efforts, not an obligation to achieve a specific result.
- Confidentiality: the therapist treats all confidential information shared during sessions as confidential.
- Information provided by the client: the client ensures that all necessary information is provided in a timely manner so the programme can proceed properly.

Payment and cancellation

- Rates and invoicing: prices include VAT. Invoices must be paid within 14 days of the invoice date.
- Cancellation of sessions: appointments cancelled less than 24 hours before the scheduled start time may be charged in full.
- Early termination: no refund is provided if a programme is terminated early.

Liability

- Limitation: the therapist is not liable for indirect damage or for results that the client does or does not achieve. Liability is limited to the amount paid by the client for the relevant programme.