



TERMS AND CONDITIONS

Article 1 | Definitions

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

Client: The natural person who uses Koraliijn's services such as, for example, but not exclusively coaching or healing sessions. The legal person who has ordered Koraliijn to provide services.

Service Provider: Koraliijn, who uses these general terms and conditions in the provision of its services.

Services: means all activities contracted or resulting from them and related to them. This in the broadest sense of the word.

Agreement: An oral or written agreement between the client and the Service Provider concerning an agreed supply of services or goods.

Article 2 | Business Description

Koraliijn was founded by A.M.W.J. Houët, based in Eindhoven and registered with the Chamber of Commerce under number 88260321

Article 3 | Quotes and Prices

- All quotes and quotations made by the Service Provider are non-binding, both in terms of price, content and delivery time and expire after 21 days.
- Quoted prices include 21% VAT.
- Quotes are based on the information available to the Service Provider.

Article 4 | Agreement

- An agreement is concluded by a written acceptance or oral confirmation by the client. If changes are made by the client, the agreement will only be concluded after the Service Provider has agreed in writing to those changes.
- An agreement can involve both a separate treatment and a course of treatment.
- The agreement may stipulate further price fixing arrangements, such as hire of third parties, rental of accommodation, means, travel expenses, etc.

Article 5 | Duration and Termination

- The agreement between the client and the Service Provider may be terminated or renewed at any time by both parties.
- The termination of the agreement shall be without prejudice to the financial obligation that is still to be fulfilled.

Article 6 | Payment

Payment must be made within 10 days of the invoice date, unless otherwise agreed in writing, in a manner to be specified by the Service Provider in the currency in which the invoice was invoiced. Payment will be made without deduction, compensation or suspension on any basis.

Article 7 | Rescheduling/cancelling appointments and services

An individual treatment, consultation, coaching session or other service in the broadest sense of the word can be rescheduled or cancelled by phone or email, free of charge, up to 24 hours before the start of the appointment. In case of rescheduling or cancellation within 24 hours, the Service Provider is entitled to charge 50% of the amount due for the time reserved for the treatment, consultation, session, appointment or other service in the broadest sense of the word. The client will receive an invoice on this subject, which must be paid within 10 days of the date of the invoice. If the client or the designated client does not appear on the appointment, the same rates shall be applied.

Article 8 | Force majeure

If the Service Provider is unable to perform its obligations under the contract properly or in a timely manner as a result of a cause that cannot be attributed to it, including, but not limited to: sickness of the person in charge of the execution of the contract etc., the obligations of the Service Provider are suspended until she is able to fulfil those obligations. The Service Provider

In the event of Force majeure, the Service Provider will make reasonable efforts to promptly notify the client of the circumstances preventing the performance of services. Notification will be provided through the contact details provided by the client in the agreement, and it is the client's responsibility to ensure the accuracy and currency of such information.

The Service Provider will work with the client to reschedule affected services promptly upon the cessation of the Force majeure event.

Article 9 | Confidential Information

- All information discussed during treatments, consultations, coaching sessions will be treated confidentially. In consultation with the client, it may be decided to inform third parties.
- In the event of imminent danger to the client, the Service Provider, certain persons or to society, the Service Provider reserves the right to provide relevant information to competent authorities or persons in order to avoid the danger.
- If the Service Provider is designated to provide confidential information to third parties on the basis of a legal provision or a ruling, the client cannot claim damages or compensation from the Service Provider.

Article 10 | Personal data

By entering into an agreement with or providing personal data to the Service Provider, the Service Provider is granted permission for automatic processing of the personal data obtained from the agreement. This personal data will only be used by the Service Provider for its own activities.

Article 11 | Liability

In the case of physical and psychological complaints, the Service Provider strongly recommends that a doctor or psychologist be consulted first. As a Service Provider, I strive to provide my services with the utmost care and professionalism. However, despite my efforts, I cannot guarantee specific results or outcomes. My services are complementary and supportive in nature, and they do not replace medical advice or treatment. I accept no liability for any direct or indirect damage, loss or injury resulting from the use of my services or from decisions made by the client in consultation with me or not. Clients are responsible for their own well-being and should discuss any medical conditions with their regular healthcare provider. By using my services, the client agrees to these terms of liability.

Article 12 | Applicable law and disputes

- Dutch law applies to all agreements and legal acts between client and Service Provider.
- If the client and the Service Provider have a conflict arising out of the services provided, they must notify the Service Provider in writing within 14 days after the complaint has arisen. The complaint should be described in as detailed a manner as possible, so that the Service Provider is able to respond as adequately as possible and to consult with the client. If it is not possible to resolve the dispute between the parties, the competent body of law to which the Service Provider is party shall have sole jurisdiction over the dispute.
- The Service Provider is affiliated with GAT; onafhankelijke Wkkgz (Wet Kwaliteit, Klachten en Geschillen Zorg) geschilleninstantie.

