



General terms and conditions GroenGras coaching and training

1. Definitions

In these terms and conditions, the following terms are used as follows, unless expressly stated otherwise;

Contractor:

GroenGras coaching and training, Chamber of Commerce 73536970, duly represented by owner Marije Wolthuis, coach/counsellor and trainer, who offers services in the field of coaching and counselling and any correlating services under the application of these terms and conditions.

Customer:

The natural or legal person who has commissioned the contractor for the provision of services in the field of coaching or any related activities.

Client:

The person who makes use of the services of the contractor.

Services:

All work commissioned or arising from, or directly related to the assignment as agreed upon by contractor and customer.

Agreement:

Any agreement between Customer and contractor to grant services by the contractor for the benefit of the Customer.

2. Agreement

a. Once a client has decided to use the services of the contractor, coach/counsellor and client go into a temporary commitment in a coach/counsellor – client relationship. These general conditions apply to this relationship.

b. The counselling is aimed at the client-provided help request and goals. These are recorded in the supervision agreement.

c. The coach/counsellor and the client regularly evaluate the process of the client and the counselling applied. The goals and/or counselling may be adjusted throughout the duration of the counselling period.

d. There will be agreements about the duration of the sessions, about the duration of the counselling period and about compensation and payment.

3. Dossier and privacy

a. The coach / counsellor keeps a dossier containing short reports of all held sessions and any other relevant documents. If desired by the client, this dossier can be looked into upon request.



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- b. The coach/counsellor adheres to the duty of confidentiality. Data from the client will only be shared with third parties (doctors and other therapists) after a written consent is granted by the client.
- c. The coach / counsellor may use the clients dossier in an anonymized form during peer consultation or supervision in order to improve the quality of the coaching and or counselling.
- d. If and when the coach / counsellor makes any audio recordings, this will be discussed with the client in advance.

4. Client commitment

- a. The client is involved with their own trajectory and considers themselves responsible for their own development process. The client shows commitment for their part in the coaching sessions.
- b. The session starts and ends at the previously agreed time. The client arrives on time and any cancellations are done a minimum of two working days in advance.
- c. Inside the practice, the client behaves themselves as a guest and adheres to the rules of the hostess.
- d. Inside the practice, no substances are to be used (e.g. smoking, alcohol). Any costs arising from the destruction of property belonging to the coach/counsellor by the client will be charged to the client. Any form of abuse of the coach/counsellor by the client will be reported to the police.

5. Compensation and payment

- a. The coach/counsellor will charge a fee according to a pre-agreed session rate. These will be paid in full by the client within the payment term of two weeks.
- b. For additional consultation with, or written reporting to third parties costs will be charged to the client. For each such occurrence a maximum of one hour will be charged based on the hourly rate agreed with the client.
- c. If the client does not cancel within the agreed period (two working days in advance) the coach/counsellor may charge the session costs.
Upon cancellation between 2 working days and 1 working day 50% of the session costs may be charged.
Upon cancellation less than one working day in advance or if the client is a no-show , 100% of the session fees may be charged.

6. Termination of the agreement

The agreement may be terminated for the following reasons and according the following procedure:

- a. The coach/counsellor and client determine in joint consultation that no more sessions are needed because the goals as agreed upon by the client and the coach during the coaching period have been achieved.



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- b. The coach/counsellor may end the sessions early when the client is repeatedly not adhering to the agreement (including terms and conditions) or if the coach/counsellor believes that she cannot sufficiently provide the client with the help that they need.
- c. The coach / counsellor discusses the termination with the client and confirms this in writing by email.
- d. In the event of early termination by the client, for whatever reason, the client verbally states that they would not like to arrange more sessions. The client confirms this by email.
- e. The agreement ends by law if no sessions have been agreed to for a period of more than six weeks after the last held session.

7. Liability

- a. The client is always responsible for their choices made, their own behaviour and the consequences both during and after the counselling process.
- b. The coach/counsellor is not liable for any adverse consequences that have arisen because the client has provided incorrect or incomplete information, or because the client has not provided any relevant available information present in any medical records of their doctor/specialist or other practitioner.
- c. Marije Wolthuis is not liable for damage caused to client property by parking near or entering the premises at 32 Heerenstraat in Wageningen, nor for other damage caused by entering the practice, the hall and the use of the toilet facilities.

8. Code of Ethics and Complaints

- a. GroenGras coaching and training is affiliated with the NVTA (Dutch Association for Transactional Analysis) and adheres to the ethical code of the NVTA. The rules of this professional association apply.

If and when the coach / counsellor does not adhere to these rules, the client can file a complaint about the coach / counsellor at this association (www.nvta.nl).

To lodge a complaint with the disciplinary committee, see: www.tcz.nu.

- b. If the client is dissatisfied, they will first raise this with the coach/counsellor, whenever possible. The aim is to always first try to find a solution together.