

# EFFECTIEF PERSPECTIEF

*Uw coach en trainingspartner voor werk en privé*



**Terms & Conditions** for Coaching and personal psychological counselling Effectief Perspectief Education & Development, hereafter to be named Effectief Perspectief utilize the following terms & conditions concerning coaching:

## 1. Agreement Terms & Conditions

The client confirms that by continuation of the contact after the first meeting, they have received, read and agreed with these terms & conditions. Alterations to these terms & conditions on request of the client only apply if these have been confirmed in writing and if they have been signed by both parties.

## 2. Registration Coaching

A client can register as follows:

- By telephone
- By e-mail

After we have been notified of the registration, we will send confirmation of the registration to the client and/or contact person by email. The appointment is hereby definitive.

### 2.1. Cancellation

The client can cancel an appointment up to 24 hours before the actual appointment. This can be done by e-mail, or by sending a text or WhatsApp message to the mobile number 0649927875. If the client cancels within 24 hours of the appointment the entire fee for the appointment will be charged.

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## 3. Coaching procedure

The details of the coaching process are determined after the first appointment. The desired or required amount of sessions is agreed upon by both parties, in accordance with the client's wishes. The client is frequently asked to write a reflection rapport and to hand this in 48 hours prior to the next appointment. This is done to allow the coach sufficient time to prepare and immerse themselves. The coaching process is accompanied by homework assignments and/or references to literature.

### 3.1 Responsibility & Liability during coaching

- a) Your coach has a duty to dedicate themselves fully to you and will therefore recruit all of their professionalism to solve your problems. The coach, however, does not have a duty to produce results. This means that the client is responsible for input, applying themselves and results, be it negative or positive.
- b) The coach is not a mediator between the client and a possible third party (organisations, medical professionals, insurance companies, colleagues, etc.). An exception is made if the client explicitly authorises Effectief Perspectief to fulfil this role in writing, and Effectief Perspectief has agreed with fulfilling this role.
- c) All choices and decisions made by the client, in- or outside of the coaching environment, are fully under the client's responsibility.
- d) The client is responsible for their own behaviour at all times, be it during or outside of coaching. Effectief Perspectief/the psychologist is under no circumstances liable to any damages that appear to any party as to be a result of the contact between coach and client.
- e) Effectief Perspectief is not responsible for the incorrectness or incompleteness of any data or details supplied by or in the name of the client.



## 4. Invoicing

The total invoice is sent in the case of coaching plan that has been agreed upon beforehand. In the case of a previously unspecified amount of sessions, the invoice is instead sent or handed over weekly. The invoice is instantly digitally fulfilled at the place of coaching after completion of a session.

The intellectual properties of all materials and instruments used by Effectief Perspectief in the coaching process belong to Effectief Perspectief. User reserves the rights and powers that accrue to them under copyright law and other intellectual laws and regulations. This means that you do not distribute exercises or handouts belonging to Effectief Perspectief without permission.

## 5. Confidentiality

- a) All conversational material is strictly confidential and is handled with the utmost care and discretion. The practitioner adheres to a strict code of secrecy, which renders them unable to discuss any and all topics discussed with a third party, unless written permission to do otherwise is provided. Exceptions are made for conversations/treatments concerning children up to and including the age of 16.
- b) Everything that is discussed with the practitioner is strictly confidential, unless the client states, implicitly or explicitly, a willingness to harm themselves or others. The practitioner is then obligated to notify a third party of this willingness (family, general practitioner, police, crisis care).
- c) In the case of business coaching: information on the organisation/business and the client is confidential. None of the conversational material is discussed with a third party unless exceptions have been agreed upon prior to the conversation. A client/organisation can agree upon necessary or important information to the business with Effectief Perspectief beforehand. An organisation might be interested in the proceedings made in the coaching process. A client is always encouraged to first bring this up themselves with the organisation. The client will always be notified if previous agreements have been made with the organisation. He/she is aware of the subject matter and/or present during the discussion of important information. Evaluations are not anonymous, but personal details are only known to the practitioner. Results will only be, if applicable, brought to the attention of the insurer in the broadest sense.

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## 6. Psychologists

In the case of illness of the psychologist/practitioner the client will be notified as soon as possible to allow the two parties to agree upon a new date and time for the appointment.

## 7. Complaints and code of profession

Complaints about the treatment will first be discussed with your coach. Effectief Perspectiefs complaint procedure and code of profession can be found on the homepage of our website ([www.effectiefperspectief.nl](http://www.effectiefperspectief.nl)). These can also be requested at [info@effectiefperspectief.nl](mailto:info@effectiefperspectief.nl). We are registered at the NIP (Nederlands Instituut voor Psychologen/Dutch Institute for Psychologists) and endorse their code of profession.

These terms & conditions of Effectief Perspectief are published in English and in Dutch. In the case of any discrepancies or differences in content and/or meaning, the Dutch version is binding.