

General terms and conditions

General terms and conditions for all services and products provided by Mind Detective Manon, Manon de Jongh ThetaHealing Coaching, Therapy and Training.

1. Definitions and concepts in these general terms and conditions

Mind Detective Manon located in Heerhugowaard, Chamber of Commerce number 71508120, is referred to as a service provider and provides services and products such as Coaching, Therapy and Training, both online, by telephone and on location.

The person or authority who assigns Mind Detective Manon is referred to as the customer. The customer is the person who is obliged to pay the agreed rate for the services provided by Mind Detective Manon, unless explicitly other written agreements have been made with Mind Detective Manon.

The person to whom service is provided by Mind Detective Manon and/or receives a product from Mind Detective Manon is referred to as a client.

The customer and client can, but need not, be the same person.

2. Applicability of these general terms and conditions

These terms and conditions apply to all quotations, offers, activities, agreements and deliveries of services and products by Mind Detective Manon. Deviation from these terms and conditions is only possible if explicitly agreed by the parties in consultation and all agreed changes are confirmed in writing.

Mind Detective Manon reserves the right to adjust or change these terms and conditions in the future. The most current version of these General Terms and Conditions will always be displayed on the Mind Detective Manon website.

3. Offers and conclusion of the agreement

Applications for services and products from Mind Detective Manon can be requested by telephone and in writing by e-mail. The customer will state all relevant information for the assignment and execution to the best of its knowledge. Mind Detective Manon can make offers/quotations without obligation, based solely on sufficient and relevant information from a possible customer for the execution of an assignment.

The rates in the offers/quotations mentioned are exempt from VAT for both private individuals and business clients.

Offers are without obligation and do not oblige Mind Detective Manon to perform the assignment.

Acceptance of an offer can be made in writing by e-mail to Mind Detective Manon or orally during a telephone or video call. As soon as the agreement is confirmed by email, the assignment is confirmed.

4. Interim changes to the assignment

At the request of the customer and Mind Detective Manon, interim changes can be made to the assignment or the execution of the assignment, in consultation. If the necessary adjustments lead to additional work compared to the original assignment, this will be charged to the customer separately and in addition to the original assignment. He/she will therefore have to confirm this by e-mail.

5. Best efforts obligation

Mind Detective Manon will perform its services, with each service, to the best of its ability and insight. Mind Detective Manon only has a best efforts obligation, not an obligation of result. In good cooperation with the client, the services and products of Mind Detective Manon can contribute to the success and well-being of the client and increase the chances of success of the client's stated goal.

6. Obligations of the customer

The customer is obliged to pay the full-agreed amount for the agreed services to Mind Detective Manon. This payment is made in advance unless otherwise agreed. If the client(s) is (are) absent during the agreed service provision and does not nominate a replacement to take over the participation in the consultation or training, the client will still owe the fully agreed amount to Mind Detective Manon, unless expressly agreed otherwise.

If, due to unforeseen circumstances, a client cannot purchase the agreed service, a new appointment can be made after reporting to Mind Detective Manon no later than 24 hours in advance.

7. Rates, costs and prices

Quotations and e-mail exchange always clearly indicate which rates and costs are charged for the services provided by Mind Detective Manon.

Each consultation is tailor-made and requires preparation and follow-up work and entails office costs. This time investment is calculated in the hourly rate on top of the consultation time. To properly complete a consultation, a consultation can take a little longer than an hour. These extra costs amount to approximately a factor of 1.5 for individual consultations. This includes contact time, email time, telephone time, preparation, aftercare and office costs.

8. Invoicing and Payment Terms

The fee for Mind Detective Manon is always charged to the client by e-mail by means of a written invoice. After consultation with Mind Detective Manon, the entire amount of the assignment can be invoiced or paid in installments.

Invoices must be paid by the client within 14 days of the invoice date, unless otherwise agreed in the quotation, email exchange between the client and Mind Detective Manon, or indicated on the invoice.

9. Cancellation or change conditions for consultations, online, by telephone and on location

In case of absence, an appointment for a consultation can be changed or canceled free of charge up to 24 hours in advance. In case of cancellation within 24 hours, the entire costs of the planned consultation will be charged.

10. Duration and conclusion of the assignment

The duration of the assignment depends on the type of service. The duration of the training sessions are predetermined. For programs, the number of consultations to be held for each program is fixed. The consultations can be spread over both short and longer periods, according to the needs of the client or customer, and are agreed in advance as much as possible.

11. Premature termination of the assignment

Both the client, customer and Mind Detective Manon can unilaterally terminate the agreement if one party is of the opinion that the assignment can no longer take place, in accordance with the agreements made. This must be timely made known to the other party in writing with clear reasons.

If the client proceeds to premature termination, Mind Detective Manon is nevertheless entitled to payment of the full, agreed assignment amount, including additional work and reimbursement of the costs incurred and to be incurred. If payment has already taken place, no refund will therefore be made.

Mind Detective Manon is only authorized to terminate the assignment in the event of unforeseen circumstances beyond its control or that cannot be attributed to Mind Detective Manon and which cannot reasonably be expected to complete the assignment. Mind Detective Manon is entitled to payment for its activities up to the moment of termination.

12. Liability

Mind Detective Manon is never liable for direct and indirect damage to the customer and/or to the client caused by and/or during the use of services and products of Mind Detective Manon.

Mind Detective Manon is also never liable for the quality or result of the services and products it provides. Mind Detective Manon only has a best efforts obligation (view point 5)

13. Intellectual Property

Models, techniques and products developed by Mind Detective Manon remain the property of Mind Detective Manon. These may NOT be reproduced, copied, published, stored, modified or used in any form, online or offline without the prior written consent of Mind Detective Manon.

14. Confidentiality and Privacy

Mind Detective Manon is bound to secrecy with regard to its customer and client. Mind Detective Manon respects the privacy of customers, clients and students at all times and takes care of the personal information that is provided to Mind Detective Manon during and outside the consultations and training. This information is kept confidential and carefully by Mind Detective Manon.

Mind Detective Manon adheres to Register Processing Personal Data and will only use the data of its customer and client for the processing and administrative handling of the assignment. Personal data will never be provided to third parties, unless formal permission has been requested and obtained from the client and/or principal.

15. Mutual behavior

The client/student and Mind Detective Manon have a mutual obligation to treat each other with respect, appropriateness and professionalism. Mind Detective Manon takes the utmost care of appropriate behavior. In case of inappropriate behavior of the client/student, Mind Detective Manon has the right to terminate the agreed service for him/her.

16. Education / training in general:

Register education/training:

Registration for a course/training is only done through the payment of the enrollment fee when filling in the order form on the website. When the enrollment fee has been received, the student's place in the training is reserved. You have 14 days to change your mind.

The remaining amount for the training must be paid up to 1 week before the start of the course/training, unless otherwise is agreed. Both the required enrollment fee and the remaining amount are stated on the website page of the relevant training. View <https://minddetective-manon.com/agenda-events/?lang=en>

The latest registration date for the course/training is shown on the relevant website page. By enrolling for the training you agree to the payment and cancellation conditions below.

1. Enrollment fee is for reserving a place in the training. You have 14 days to change your mind. The reflection period also applies if the enrollment is received within 14 days before the start of the training, but expires on the first training day and the student has participated in it.
2. The remaining amount can be transferred up to 1 week in advance.
3. In case of cancellation by the student up to 1 week before the start of the training, 20% of the remaining amount will be returned.
4. In case of cancellation from Mind Detective Manon due to insufficient enrollments or other circumstances, you will of course receive the amount paid for the course/training within 3 days. In the event that there are too few enrollments and the training cannot take place, the participants will be notified at least 1 week before the start of the training. Mind Detective Manon will do its utmost to offer the training at a later date.

Class times are generally from 9:30 am to 5:30 pm unless otherwise specified. The students themselves ensure that they arrive on time, preferably fifteen minutes before the start, to avoid missing learning material.

The written learning material, coffee/tea and snacks are included in the course fee.

Neither the manuals as the teaching material and teaching materials may NOT be reproduced, copied, published, stored, adapted, used, shared or given in any form, online or offline, with third parties.

Each student is fully responsible for his/her own feelings and development process. Student behaves in a friendly, professional and appropriate manner towards the teacher and fellow students. Mind Detective Manon reserves the right to exclude students who, by their behavior or otherwise, disrupt or otherwise hinder the normal course of the training, from participating. Exclusion will be communicated to the client in writing and with reasons and does not affect the obligation of the client to pay the full amount of the training or service to Mind Detective Manon.

17. Special provisions

The information and statements on the website, in the seminars, advertisements, articles and videos are not intended to diagnose, treat, cure or prevent any disease. The information is provided for educational purposes only and should not be considered a

substitute for competent medical care by your physician or other healthcare professionals.