



RELATIONSHIP THERA-COACH  
NATASJA VAN BUREN

Natasja van Buren

**Website:** [www.natasjavanburen.com](http://www.natasjavanburen.com)

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Effective Date: 01-11-2024

# Terms and Conditions

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**Business Name:** Natasja van Buren

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**Email:** [info@natasjavanburen.com](mailto:info@natasjavanburen.com)

## 1. Introduction

Welcome to Natasja van Buren's relationship thera-coaching services. By booking and participating in sessions, you (the "Client") agree to these Terms and Conditions. Please read this document carefully as it outlines your rights, responsibilities, and obligations when using our services.

## 2. Description of Services

Natasja van Buren provides online thera-coaching sessions focused on relationship-related issues. Sessions are conducted via Microsoft Teams or WhatsApp video call and are designed to help clients gain insight, develop strategies, and work through personal challenges within relationships.

- **Session Duration:** 90 minutes
- **Session Fee:** €120 per session, inclusive of 21% BTW (VAT)

## 3. Booking and Payment Terms



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## 3.1 Session Booking

- Sessions are scheduled by appointment. Clients must ensure they have a suitable internet connection and device to participate in video calls.

## 3.2 Payment Terms

- The session fee is billed via invoice, sent to the Client's provided email address.
- **Payment Structure:**
  - **50% of the session fee is due before the session** and must be received to confirm the booking.
  - **Remaining 50% of the session fee is due within two weeks after the session.**
- Payments can be made via the methods outlined in the invoice. Failure to make payments on time may result in the suspension of future sessions until outstanding amounts are paid in full.

## 4. Cancellation, Rescheduling, and No-Show Policy

### 4.1 Cancellation and Rescheduling

- Clients may cancel or reschedule a session without penalty if they notify Natasja van Buren at least 24 hours before the scheduled session.
- Cancellations or rescheduling requests made less than 24 hours in advance may incur charges unless in exceptional circumstances, at the discretion of Natasja van Buren.

### 4.2 No-Show Policy

- If a Client does not attend a scheduled session without prior notice ("no-show"), a 50% fee of the scheduled session will be billed as a cancellation charge.





## 5. Confidentiality and Ethical Standards

Natasja van Buren adheres to strict confidentiality and ethical standards in compliance with Dutch regulations on mental health coaching and therapy. All sessions are confidential, and any information shared by the Client will remain private and will not be disclosed to third parties without the Client's consent, except in cases where disclosure is required by law or there is a serious risk to the Client or others.

## 6. Disclaimer and Limitation of Liability

### 6.1 Nature of Services

The services provided by Natasja van Buren are intended to support clients in personal development and relationship-related issues but are not a substitute for medical or psychiatric care. Coaching and therapy sessions do not constitute clinical therapy, crisis intervention, or emergency mental health services.

### 6.2 Client Responsibility

- By participating in sessions, Clients acknowledge that they are responsible for their own mental health decisions and outcomes.
- Clients are advised to seek medical or psychological support from licensed professionals if they have conditions requiring specialized treatment or medication.

### 6.3 Limitation of Liability

- Natasja van Buren will not be liable for any direct, indirect, incidental, consequential, or punitive damages arising from the use or inability to use the services. This includes, but is not limited to, loss of personal data, issues related to internet connection, or misunderstanding of service limitations.
- Clients agree to release, indemnify, and hold harmless Natasja van Buren and its representatives from any claims or liabilities that may arise from participation in sessions, except where prohibited by law.





## 7. Governing Law and Jurisdiction

These Terms and Conditions are governed by the laws of the Netherlands. Any disputes arising from the services or these terms will be subject to the jurisdiction of the Dutch courts.

## 8. Changes to Terms and Conditions

Natasja van Buren reserves the right to update or modify these Terms and Conditions at any time. Any changes will be effective upon posting on the website, and Clients are encouraged to review these terms regularly.

## 9. Contact Information

For questions regarding these Terms and Conditions or for any inquiries related to sessions and billing, please contact Natasja van Buren at:

- **Email:** [info@natasjavanburen.com](mailto:info@natasjavanburen.com)
- **Website:** [www.natasjavanburen.com](http://www.natasjavanburen.com)

By proceeding with booking a session, you confirm that you have read, understood, and agree to abide by these Terms and Conditions.

