

*General provisions related to the treatment agreement
for psychosocial therapy or coaching
between Praktijk Lisa Suurland and client(s) or purchaser.*

Article 1: Definitions

In these General Terms and Conditions, the following definitions apply:

- 1.1. *Praktijk Lisa Suurland*: Praktijk Lisa Suurland is a registered trade name of Lisa Suurland, located in Heemstede, registered with the Chamber of Commerce under number 57637024.
- 1.2. *Psychosocial therapy*: Any form of talk therapy provided by Praktijk Lisa Suurland.
- 1.3. *Coaching*: Conversations and guided activities provided by Praktijk Lisa Suurland.
- 1.4. *Client*: Any person who receives, has received, or has registered for psychosocial therapy or coaching at Praktijk Lisa Suurland.
- 1.5. *Therapist*: Lisa Suurland, working as a psychosocial therapist or coach.
- 1.6. *Purchaser*: Any (legal) entity or organization that purchases a service from Praktijk Lisa Suurland.
- 1.7. *Costs*: The total amount owed by the client or purchaser for engaging in or participating in psychosocial therapy or coaching at Praktijk Lisa Suurland.

Article 2. Applicability

- 2.1. These General Terms and Conditions form an integral part of every agreement between Praktijk Lisa Suurland and a client or purchaser.
- 2.2. By registering for psychosocial therapy or coaching, the client or purchaser accepts these General Terms and Conditions.
- 2.3. The most recent version of the General Terms and Conditions, as applicable at the time of entering into the agreement, will always be in effect.

Article 3: Formation of the Agreement

- 3.1 If the client schedules a follow-up appointment after the initial introduction session, a treatment agreement is established. This agreement is confirmed through an online consent form.
- 3.2 If the purchaser has formally accepted a written offer regarding psychosocial therapy or coaching on behalf of the client, a treatment agreement is established.
- 3.3 The treatment agreement consists of two components:
 - a. The therapist and the client establish a professional relationship for a certain period in the therapist-client framework.
 - b. The treatment focuses on the issues and objectives identified by the client, which may be adjusted or refined during the process.

Article 4: Termination of the Agreement

- 4.1 The agreement between the therapist and the client can be terminated in the following ways or under the following circumstances:
 - a. The therapist and client mutually decide that no further sessions are necessary.
 - b. The client indicates orally, in writing, or via email that they do not wish to schedule further sessions.
 - c. The therapist indicates orally, in writing, or via email that no further sessions will be provided.
 - d. The client repeatedly fails to comply with the general provisions of this agreement or with agreements made during sessions.
 - e. The therapist determines that, due to the nature of the client's issues and the therapist's competencies, they are not qualified to provide further guidance. This is particularly relevant if the issues involve contraindications.
- 4.2 The agreement automatically expires if no session is scheduled for more than three months following the last session, unless otherwise explicitly agreed upon by both parties.

Article 5: Payment

- 5.1 Upon entering into the agreement, a fixed hourly rate is agreed upon for each session, assuming a standard duration of one hour. This rate is recorded in the treatment agreement. The client receives an invoice via email after each session.
- 5.2 For business contracts based on a formal offer, invoicing is done in two parts: 50% of the total amount at the start of the engagement; the remaining 50% halfway through the agreed duration of the program.
- 5.3 In addition to provision 5.1, the minimum session duration is 30 minutes.
- 5.4 If a new appointment is scheduled after termination as per Article 4.2, a new agreement will take effect, possibly with a revised hourly rate.
- 5.5 Cancellation Policy: The client must cancel a scheduled session at least 48 hours in advance or reschedule at least 24 hours in advance. If the client fails to cancel in time, the full session fee will be charged, regardless of the reason for cancellation. This also applies if the client does not attend the appointment at the agreed date and time for any reason.

Article 6: Record Keeping & Confidentiality

- 6.1 The therapist maintains a file with session notes and relevant documents, which the client may request to review. Copies can be provided free of charge, except in cases of excessive requests. As of January 1, 2020, records are retained for 20 years, as per legal requirements. Certain next of kin may have rights to access records.
- 6.2 The therapist adheres to strict confidentiality. Client data will only be shared with third parties (doctors or other therapists) with explicit written consent from the client.
- 6.3 If the client, their general practitioner, or another healthcare provider requests a written report on the treatment process, an invoice will be issued to the client. The charge will not exceed one hour at the agreed hourly rate.

Article 7: Liability

- 7.1 The therapist is affiliated with the professional association VIV Nederland. The therapist adheres to the rules of this professional organization. Complaints may be submitted via info@vivnederland.nl. Additionally, the therapist is registered with the Register of Complementary Care Practitioners (RBCZ).
- 7.2 Praktijk Lisa Suurland is not liable for negative consequences resulting from the client providing incorrect or incomplete information, or for failing to disclose relevant medical information available in their medical records.
- 7.3 The client is expected to behave respectfully. The following rules apply: no smoking or alcohol consumption during sessions; damages to property caused by the client will be charged to them; any form of abuse or misconduct towards the therapist will be reported to the police..
- 7.4 The client has read and agreed to the privacy policy of Praktijk Lisa Suurland, available on the website www.lisasuurland.nl.
- 7.5 Praktijk Lisa Suurland is not liable for any damage to the client's property due to parking at or entering the premises at Cruquiuslaan 1, Heemstede, or for any incidents occurring within the practice, the hall, or the restroom facilities.

Article

For any questions regarding these General Terms and Conditions (or for any other reason to contact Praktijk Lisa Suurland), please write to: Praktijk Lisa Suurland, Cruquiuslaan 1, 2102 LS Heemstede.

Email: info@lisasuurland.nl