

## **\*\* Terms and Conditions Different Perspective\*\***

### **\*\*Article 1 - Definitions\*\***

1.1. **\*\*Different Perspective\*\***: The company that offers services via [www.differentperspective.nl](http://www.differentperspective.nl), located at Zavelveldweg 6 | 6097 NR | Panheel | NL, registered with the Chamber of Commerce under 14087492.

1.2. **\*\*Customer\*\***: The natural or legal person who uses the services of Different Perspective, such as programs, trips, coaching, healings or group lessons.

1.3. **\*\*Services\*\***: All activities offered by Different Perspective, including but not limited to coaching, healings, spiritual journeys, personal development programs and group lessons, both online and on location.

1.4. **\*\*Agreement\*\***: The agreement between Different Perspective and the Client for the provision of Services, recorded in writing or electronically (e.g. via e-mail, WhatsApp, website form or agreement).

### **\*\*Article 2 - Applicability\*\***

2.1. These general terms and conditions apply to all offers, agreements and Services of Different Perspective, unless otherwise agreed in writing.

2.2. Deviations from these terms and conditions are only valid if explicitly recorded in writing.

2.3. If any provision of these terms and conditions is void or voidable, the remaining provisions shall remain in full force and effect.

### **\*\*Article 3 - Offer and Agreement\*\***

3.1. All offers made by Different Perspective are non-binding, unless otherwise stated.

3.2. An Agreement is established as soon as the Client agrees to the offer (e.g. via registration, payment or written confirmation) and Different Perspective has confirmed this.

3.3. Different Perspective reserves the right to refuse registrations without stating reasons.

### **\*\*Article 4 - Performance of Services\*\***

4.1. Different Perspective performs the Services with care and to the best of its ability, in accordance with the agreed content of the Agreement.

4.2. The Services focus on personal development with an energetic and practical approach. Results depend on the Client's commitment and circumstances, and Different Perspective cannot offer any guarantees for specific outcomes.

4.3. Different Perspective reserves the right to change the content, location, date or form of the Services (e.g. from physical to online) if circumstances require it, such as unforeseen events or insufficient registrations for group lessons. The Client will be informed of this in a timely manner.

4.4. The Client must provide all information necessary for the proper execution of the Services in a timely manner. In the absence of such information, Different Perspective may suspend the execution of the Services.

### **\*\*Article 5 - Prices and Payment\*\***

5.1. All prices are in euros and include VAT, unless stated otherwise.

5.2. Payment must be made within the period stated on the invoice or quotation, or at the latest before commencement of the Service, using the specified payment method.

5.3. In the event of late payment, Different Perspective may suspend access to the Services or terminate the Agreement, without prejudice to the right to reimbursement of costs.

5.4. Price increases due to unexpected circumstances (e.g. increase in costs) will be communicated to the Client as soon as possible. This does not affect Agreements already concluded.

#### **\*\*Article 6 - Cancellation and Refund\*\***

##### **6.1. \*\*By the Client\*\*:**

Cancellation of an individual session (coaching/healing) is possible free of charge up to 24 hours before the appointment. In case of cancellation within 24 hours or in case of no-show, the full amount will be charged.

- Cancellation of a program or group lesson is possible up to 14 days before the start, with a refund of the amount paid minus €25 administration costs. No refund is possible within 14 days of the start, unless otherwise agreed.

- For programs that have already started, no refund is possible, except in exceptional cases and after consultation.

- In the case of travel arrangements, a refund is not possible if there is no other Customer to fill the empty spot. Different Perspective advises every Customer to take out travel and cancellation insurance before registering for a spiritual journey.

##### **6.2. \*\*By Different Perspective\*\*:**

- Different Perspective can cancel a Service in the event of unforeseen circumstances (e.g. illness, force majeure). The Client will be notified of this as soon as possible and is entitled to a refund of any amounts paid or an alternative date.

6.3. In the case of distance contracts (e.g. online Services), the Client is entitled to a withdrawal period of 14 days, in accordance with the law, unless the Service has already been performed with the Client's consent.

#### **\*\*Article 7 - Liability\*\***

7.1. Different Perspective is not liable for damage or loss resulting from the use of its Services, except in cases of intent or gross negligence.

7.2. The Client is responsible for his or her own actions during and after participation in the Services. Different Perspective is not liable for physical, psychological or material damage, unless it is directly caused by demonstrable errors on the part of Different Perspective.

7.3. The Services are not a replacement for medical or psychological treatments. In case of complaints, the Client is advised to consult a qualified professional.

#### **\*\*Article 8 - Privacy\*\***

8.1. Different Perspective processes the Client's personal data in accordance with the General Data Protection Regulation (GDPR). Personal data is only used for the execution of the Agreement and related communication.

8.2. More information about data processing can be found in the privacy statement at [www.differentperspective.nl](http://www.differentperspective.nl).

**\*\*Article 9 - Intellectual Property\*\***

9.1. All materials, such as workbooks, presentations or online content, remain the property of Different Perspective. The Client receives a personal, non-transferable right to use these for their own use within the Services.

9.2. It is not permitted to reproduce, distribute or commercially use materials without written permission from Different Perspective.

**\*\*Article 10 - Force majeure\*\***

10.1. Different Perspective is not obliged to fulfill its obligations if it is hindered by force majeure, such as illness, natural disasters, technical failures or other unforeseen circumstances.

10.2. In the event of force majeure, the Client will be informed as soon as possible and a suitable solution will be sought, such as rescheduling the Service.

**\*\*Article 11 - Complaints and Disputes\*\***

11.1. Complaints about the Services must be reported in writing within 14 days of performance via [enter your contact details]. Different Perspective strives for a solution in close consultation.

11.2. These terms and conditions and all Agreements are governed by Dutch law. Disputes will be submitted to the competent court in [insert your jurisdiction, e.g. Amsterdam], unless otherwise prescribed by law.

**\*\*Article 12 - Amendments to Terms and Conditions\*\***

12.1. Different Perspective reserves the right to amend these general terms and conditions. Amended terms and conditions will be published on [www.differentperspective.nl](http://www.differentperspective.nl) and will apply to new Agreements.