



# Flow of Miracles

HELDERZIENDE HELER RIANNE COLLIGNON

## Terms and conditions personal sessions

### Payment

You will receive an invoice by e-mail when you make an appointment. If you pay for your sessions by bank transfer or PayPal, payment needs to be cleared 24 hours before the session. If I didn't receive your payment in time, I reserve the right to cancel your session.

Payment for all sessions at the office can be done with cash, a gift certificate (from Flow of Miracles or Alternatieve Kadobon). I can't accept credit card or debit card payments at the office.

All prices on the website are including Dutch services tax (21% BTW).

### Cancellations

I understand that you might need to cancel your session due to (unforeseen) circumstances. You can cancel by phone or e-mail **24 hours** in advance free of costs.

If you cancel at a later time, you have to do it by phone and you might be charged a cancellation fee that can be up to 100% the price of your missed session. If you forget to cancel, you will be charged a no show fee up to 100% the price of your missed session.

### Klachtenafhandeling

If you are not 100% satisfied with your session, please let me know during the session so I can deal with your complaint. Of course, you can always e-mail me afterwards too, but possibilities to reach a solution are then more limited.

It's compulsory by law to have an independent complaints officer and to be a member of an organisation that handles disputes if you have a company in alternative health since January 2017. I am a member of the NIBIG, which means the independent complaints officer is arranged through Quasir and the dispute organisation through Stichting Zorggeskil.

Please be advised that you are required to follow the following procedure: talk to me about your complaint, contact the independent complaints officer and as a last resort contact the dispute organisation.

### Personal data and privacy

The Dutch law AVG and European law (GDPR) gives my clients rights to protect their personal data and privacy. I choose to only save personal data that helps me do my job well. I do not sell personal data and won't release any personal data unless the law requires me to do so.

I have a phone (locked with code and able to be deleted from a distance) with phone numbers, names and sometimes addresses of clients. I only save addresses if I'm doing home visits or clients want to receive an invoice by regular mail.

I also have a paper planner that shows which clients (full name) I'm seeing when (date and time) and sometimes has some extra notes if clients want me to work on a certain theme next session.

At home I have an electronic administration with a short description why somebody is booking sessions, when those have taken place, full name, e-mail address and phone number and

possibly short recaps of sessions or notes. Those notes can be important in cases where I follow up if an appointment with a specialist, a situation or important work meeting has been handled to a clients satisfaction.

Follow ups done by agreement with clients only (for example: we agree that I contact you after 3 weeks by e-mail, phone or WhatsApp message) except for the already agreed upon aftercare (mostly around 2-3 weeks and 6 weeks). This electronic administration is secured with a password, not connected to the internet and backed up regularly.

I only save personal data for a maximum of 10 years, but you have the right to ask me to delete your personal data, with the exception of the data I need to keep according to Dutch Tax law. It's also possible to see what data I've been keeping on you, if you wish to do so.

Besides the personal data I've collected, it's possible you have filled in data yourself when you signed up for the newsletter. You can edit your profile online or unsubscribe at each newsletter or ask me to delete your information.

*For b2b clients, coaching for personnel or hiring me for events there are other terms and conditions which will be supplied with the price quote.*