

Counseling



Amsterdam

General Terms and Conditions – Counseling Amsterdam

1. Confidentiality

All sessions and conversations are confidential and fall under the professional code of conduct of the Dutch Institute of Psychologists (NIP).

Exceptions to confidentiality apply only when:

- there is (imminent) danger to yourself or others;
- there is a suspicion of child abuse or neglect;
- you are no longer able to care for yourself adequately;
- a court order requires access to client records.

2. Liability & Medical Care

- The client is required to have a general practitioner (GP) and be accessible for medical care.
- Counseling Amsterdam does not provide crisis care. In the event of acute psychological distress, the client must immediately contact their GP, an out-of-hours GP service, or emergency/crisis services.
- If the client uses medication, responsibility for coordination with the prescribing physician remains with the client.

3. Sessions & Cancellation

- Individual sessions last 50 minutes, unless otherwise agreed.
- Appointments cancelled less than 24 hours in advance will be charged in full.
- Unused sessions within the agreed program period will expire.

Counseling



Amsterdam

4. Payment & Obligations

- Payment confirms participation in a session or program and is non-refundable.
- In case of payment in installments, the first installment must be paid prior to the start of the program.
- The payment obligation remains in force even if the program is terminated early.
- In case of non-payment, Counseling Amsterdam reserves the right to suspend the program until outstanding amounts are settled.

5. Invoicing & Collection

- Invoices must be paid within 14 days of the invoice date.
- If a discount is applied, the full amount must be paid within 14 days.
- In case of late payment, interest of 1.5% per month may be charged.
- After three payment reminders, the claim may be transferred to a collection agency. Any additional costs incurred will be borne by the client.

Counseling



Amsterdam

General Terms and Conditions – Counseling Amsterdam

1. General

These general terms and conditions apply to all services and programs offered by Counseling Amsterdam, whether individual or group-based, in-person or online. By participating in a session or program, the client agrees to these terms.

2. Confidentiality & Privacy

All conversations and personal data are treated confidentially, in accordance with applicable laws and regulations, including the Dutch Medical Treatment Contracts Act (WGBO) and the General Data Protection Regulation (GDPR), as well as professional standards within mental healthcare.

Exceptions to confidentiality apply only if:

- there is (imminent) danger to yourself or others;
- there is a legal obligation to report (such as suspected abuse or neglect);
- you are no longer able to care for yourself;
- a court order requires access to the client file.

Client records are stored securely and accessed only by involved professionals. Retention periods comply with statutory requirements.

3. Nature of Services

Counseling Amsterdam provides counseling, coaching, and guidance focused on personal development, mental and physical resilience, and behavioral change.

The services:

Counseling



Amsterdam

- do not replace medical, psychiatric, or psychotherapeutic treatment;
- do not include crisis care.

In case of acute psychological distress, the client must immediately contact their GP, an out-of-hours GP service, or crisis services.

If the client is under medical treatment or uses medication, the client remains responsible for coordination with their treating physician.

4. Liability

Counseling Amsterdam performs its services to the best of its knowledge and ability.

Counseling Amsterdam is not liable for:

- indirect or consequential damage;
- damage resulting from decisions or actions taken by the client following sessions;
- damage resulting from failure to follow advice to seek medical or other professional help.

Any liability is limited at all times to the amount paid out by the applicable professional liability insurance in the relevant case.

5. Sessions, Programs & Cancellation

- Individual sessions last 50 minutes, unless otherwise agreed.
- Appointments may be cancelled free of charge up to 24 hours before the session. Cancellations within 24 hours or no-shows will be charged, unless there is demonstrable force majeure.

For programs:

- sessions must be used within the agreed program period;
- unused sessions generally expire after this period.

Counseling



Amsterdam

In exceptional cases (such as illness or serious circumstances), deviations from this policy may be agreed upon in consultation.

6. Payment

Payment confirms participation in a session or program.

For programs:

- payment is required in advance, unless otherwise agreed;
- in the case of installment payments, the first installment must be paid before the program starts.

Refunds are generally not possible. In exceptional circumstances, Counseling Amsterdam may decide to apply partial refunds or suspend obligations.

If a program is terminated early, payment remains due for services already provided.

7. Invoicing & Collection

- Invoices must be paid within 14 days of the invoice date.
- If a discount is applied, the full amount must be paid within 14 days.
- In case of late payment, statutory interest may be charged.
- After repeated payment reminders and written notice, the claim may be transferred to a collection agency. Any additional costs will be charged to the client.

8. Complaints

If the client is dissatisfied with the services provided, they are encouraged to discuss this as soon as possible with Counseling

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Amsterdam

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9. Applicable Law

Dutch law applies to these general terms and conditions and to all agreements with Counseling Amsterdam.

10. Amendments

Counseling Amsterdam reserves the right to amend these general terms and conditions. The most recent version is always available via the website or upon request.