



### Article 1: General

Ibalansz deals with individual coaching, relationships therapy and relationships training in the form of the "Hold me tight" training.

After the (telephone) registration or registration via the website of Ibalansz follows a first conversation in which we get acquainted with each other and we look at what the request for help is and whether the offer of Ibalansz is appropriate for the customer. Prior to the first interview, a questionnaire is sent which includes questions about the request for help and about the purpose of the treatment.

The customer is informed about the possibilities of the guidance, the method, the duration and the rates of the calls. After this, the guidance process will start. The plan that has been drawn up is regularly evaluated and adjusted where necessary.

Ibalansz endeavors to execute the given assignment to the best of their ability.

### Article 2: Frequency calls and responsibility when making new appointments

The first appointment is made via the Internet, the website of Ibalansz or over the phone.

For the "Hold me tight" training, the intake interview is over the phone and there are two meetings at a fixed location if there are enough applications for the group training. In the case of insufficient notifications, the training is suspended to another date.

Exactly how many conversations are required for an individual/joint conversation depends on several factors and is difficult to estimate. After the first appointment the number of sessions is discussed and a plan is made for the process.

The sessions take place weekly, or once every two weeks. If necessary, a different frequency is agreed.

An individual session lasts 45 minutes and costs €90. A relationship therapy session lasts 75 minutes and costs €125. If this is deviated from, a rate of € 25 will be billed per 15 minutes on top of the regular rate.

In consultation it is possible to have a session after office time (Monday to Friday 9.00-17.00). For a session after office time, an evening/Saturday rate of € 20,- on top of the aforementioned session applies.

The customer is responsible for making and scheduling the follow-up appointments. If no follow-up appointments are scheduled for three months, the therapy/coaching will be considered closed.



### Article 3: Payment method

Hold me tight training: After registration of the Hold me tight training, the customers receive an invoice. Once it has been paid, participation in the training is final.

Individual coaching and relationship therapy: Billing takes place through an invoice after the session has taken place. The invoice must be paid within seven days.

If the customer wishes to terminate the guidance in the interim, there is no right to a refund and this person does not relieve his current payment obligations.

Payment must be made to the service provided and not to the result.

If the appointment does not appear or if less than 48 hours before the appointment is cancelled, the full rate must be paid.

### Article 4: Liability

Ibalansz cannot in any way be held liable for any form of both direct and indirect damage.

### Article 5: Privacy

The sessions are confidential and no information will be provided to others without the customer's written consent. For further information regarding the privacy legislation, please refer to the privacy statement of Ibalansz.

### Article 6: Reporting code

In the case of signals or suspicion of violence in the domestic sphere, the steps of the Domestic Violence and Child Abuse Reporting Code are followed. It records what steps have been taken and what consideration has been made to make or not report. These steps are discussed with the customer.

### Artikel 7: Code of Conduct

Ibalansz works according to the professional code of the professional association LPVW.

### Article 8: Complaints

In the event of a complaint, the customer first consults with Ibalansz to resolve the complaint in good consultation. If necessary, the customer can address the panel or the Disciplinary Board of the RBCZ/TCZ. For further information, please refer to the LPVW website.