

# Conditions



Ibalansz

## **Article 1: General**

Ibalansz works systemic and deals with individual therapy, coaching, couples therapy and relationship training in the form of the "Hold me Tight" training.

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

The client is informed about the possibilities of the guidance, the working method, the duration and the rates of the calls. After this, the treatment is started and a (treatment) plan is drawn up. The (treatment) plan that has been drawn up is regularly evaluated and adjusted where necessary.

Ibalansz makes every effort to carry out the given assignment to the best of its knowledge and ability.

## **Article 2: Frequency of calls and responsibility when making new appointment**

The first appointment is made via the Ibalansz website, by telephone or via the Psyned secretariat.

For the "Hold me tight" training, the intake is by telephone and there are two meetings at a fixed location if there are enough registrations for the group training. In case of insufficient registrations, the training will be postponed to another date.

Exactly how many sessions are needed for an individual/joint conversation depends on various factors and is difficult to estimate. Together with the client, after the first meeting, we look at how many sessions are needed, 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.

## **Costs Ibalansz**

An individual session lasts 45 minutes and costs €93.75. A coaching session lasts 45 minutes and costs €93,75. A couples therapy session takes 75 minutes and costs € 144.50. If this is deviated from and the session lasts longer, a rate of €25 will be invoiced per quarter of an hour on top of the regular rate.

In consultation, it is possible to have a session after office hours (Monday to Friday 9.00-17.00 hours). For a session after office hours, an angle rate of € 20 applies on top of the aforementioned call rates.

## **Costs Psyned**

For clients who have registered via Psyned, the following costs apply:

Psychosocial consultation short (60 minutes): €98,-  
Psychosocial consultation long (90 minutes): €145,50  
Relation therapy short(60 minutes): €118,50  
Relation therapy long (90 minutes): €153,50  
Out of office hours (after 17.45 hours): +€20,-

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

## **Article 3: Payment method**

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

Individual therapy, coaching and relationship therapy: Invoicing takes place by means of an invoice after the session has taken place. The invoice must be paid within seven days.

Psyned customers receive the invoice via Psyned.

If the client wishes to terminate the guidance prematurely, there is no right to a refund and does not release the person concerned from his current payment obligations.

Payment must be made according to services provided and not to result.

In case of non-appearance at the appointment or if cancelled less than 24 hours before the appointment, the full rate must be paid.

The clients how have booked a session with Psyned pay a no-show rate of €55 to Psyned if they do not show up at the appointment or if cancelled less than 24 hours before the appointment.

#### **Article 4: Liability**

Ibalansz can in no way be held liable for any form of both direct and indirect damage.

#### **Article 5: Privacy**

The conversations are confidential and no information will be provided to others without written permission from the customer. For further information about the privacy legislation, please refer to the privacy statement of Ibalansz.

#### **Article 6: Reporting code**

In the event of signs or suspicions of violence in the domestic sphere, the steps from the Domestic Violence and Child Abuse Reporting Code are followed. It is recorded which steps have been taken and which consideration has been made to whether or not to report. These steps are discussed with the customer.

#### **Article 7: Code of Conduct**

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

#### **Article 8: Complaints**

ComplaintsIn the event of a complaint, the customer first consults with Ibalansz to deal with the complaint in good consultation. If necessary, the customer can contact the disputes committee or the Disciplinary Board of the RBCZ/TCZ. For further information, please refer to [website](#) and [www.scag.nl](http://www.scag.nl).