

## Terms and conditions energetic treatments

At Praktijk Tamara the following general terms and conditions apply to the energetic treatments:

### Application of the general terms and conditions

These conditions apply to all treatment agreements between the practitioner and the client. By making an appointment at Praktijk Tamara, a treatment agreement is entered into.

### Professional code

Praktijk Tamara follows the professional code for energetic therapists. You can find the professional code at: [https://rbcz.nu/wp-content/uploads/2021/10/Beroepscode\\_versie\\_2020.pdf](https://rbcz.nu/wp-content/uploads/2021/10/Beroepscode_versie_2020.pdf)

### Further duties of the practitioner

- The practitioner may not perform treatments without the client's permission.
- The practitioner has a best efforts obligation, not a treatment obligation.

### Client obligations

- The client informs the practitioner to the best of his ability about his/her situation and provides all relevant information that applies. In order to help you properly, it is important for Praktijk Tamara to have as complete a picture of the situation as possible.
- The client cooperates with the treatment and follows advice as best as possible.

### Cancellation

- Appointments must be canceled no later than 24 hours before the time of the treatment. This can be done by telephone - via text message, WhatsApp or voicemail – or via email. In case of non-cancellation (no-show) and cancellations within 24 hours before the appointment, the client will be charged €30.
- Cancellation by the practitioner will take place as early as possible. Together we will look for a different time for the session. Of course, no additional costs will be charged.

### Terms of payment

- The costs for the treatment declared by the practitioner to the client must be paid by the client within 14 days of the date of the invoice.
- If the client has not paid the amount due within 14 days of the invoice date, the client will be given a final opportunity to pay the invoice within 14 days without any increase in costs.
- If the client does not meet his/her obligations within 14 days after the date of the payment reminder, the practitioner is entitled to take collection measures or have them carried out by third parties without further notice of default.
- All extrajudicial collection costs associated with the collection of the declared amounts will be borne by the client. The extrajudicial collection costs are set at at least 15% of the principal amount with a minimum of € 25.
- In the event of payment arrears, a new appointment for treatment will only be made when the payment obligation has been met.

## **Health insurance/reimbursement**

Praktijk Tamara meets the conditions to be reimbursed by the health insurer from the supplementary insurance. You pay the invoice to the practice yourself and submit the invoice to the health insurer yourself. It varies per health insurer and per supplementary insurance whether you actually receive reimbursement and how much this is. Some insurers do not include energetic therapy in their reimbursement.

You have a payment obligation for the intake, any further treatment (in a broad sense) and individual sessions that you receive at Praktijk Tamara. Praktijk Tamara is not responsible for reimbursement by your health insurance for this. So always contact your health insurer before coming to Praktijk Tamara for treatment. This way you avoid surprises afterwards.

## **Complaints and disputes**

It may happen that you are not satisfied with the treatment at Praktijk Tamara. Always discuss this with your practitioner, Tamara Wallmüller, first. Together we try to find a solution that is to everyone's satisfaction.

It is also possible to engage an independent complaints officer. This can provide support in formulating the complaint or in case of dissatisfaction, and helps in the search for solutions. The practitioner has the right to be informed of this. The practice is affiliated with Quasir for this purpose. In addition, the practice is affiliated with a government-recognized dispute body, Stichting Zorggeschil, and falls under the independent disciplinary jurisdiction of the RBCZ.

For more information, visit the website of my professional association VBAG:

<https://vbag.nl/consument/klachten-en-geschillen/>

## **Show prices and information**

Praktijk Tamara is not responsible for printing, typesetting or typing errors or if the price, dates or other information about the treatment is incorrectly displayed due to technical malfunctions. Praktijk Tamara is not bound to carrying out the treatment at the incorrectly stated price or conditions.

## **Change general terms and conditions**

Praktijk Tamara reserves the right to change the general terms and conditions. The most recent version is always published on the website: [www.praktijktamara.nl](http://www.praktijktamara.nl).