

Crossroads Coaching

Nicole Buitenhuis
Psychologist | Counselor | Coach

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info@crossroads-coaching.eu

www.crossroads-coaching.eu



Terms & Conditions

Welcome to **Crossroads Coaching**, a professional counseling and coaching practice. Please find below the Terms & Conditions applicable to your consults with Crossroads Coaching.

Services: The services provided by Crossroads Coaching include coaching, counseling and psychological consults. Crossroads Coaching is registered with the Dutch Chamber of Commerce (number 63970821).

The agreed consultations between Crossroads Coaching and the client lead to a commitment duty, not a result obligation, in which Crossroads Coaching is obliged to fulfill its duties in such a way as to standards of care and craftsmanship in adherence with the framework of the NIP (Dutch Institution of Psychologists).

Financial information: In general, psychological consults or coaching sessions are preceded by an intake consult. Up to date fees for these consults are published on the website of Crossroads Coaching - www.crossroads-coaching.eu. Services must be paid for within one week after the closure of a session, or future sessions cannot be provided.

In case of business collaborations, payments are due 14 days after the invoice date unless otherwise agreed.

Cancellations: If you are unable to keep your appointment, a 24-hour courtesy notification before the reserved appointment date and time is required. Please notify me via phone: +36 30 916 8990 or via email: info@crossroads-coaching.eu.

Please be advised that all clients are subject to the 24-hour cancellation policy. Appointments cancelled, missed or rescheduled with less than 24 hours notice will result in a charge of 50% of the fee of the scheduled consultation.

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Confidentiality: As a psychologist, it is my duty to protect the confidentiality of the communications with my clients.

The client should be aware that it is impossible to protect the confidentiality of client information which may be transmitted electronically, i.e., electronic mail and other information stored on computers connected to the internet, by cordless or mobile telephones and similar telecommunication and computer equipment. Unless the client utilizes encryption and other forms of security protection, the client waives any action legal or otherwise against Crossroads Coaching and holds Crossroads Coaching harmless for any interception of client information resulting from the use of the above-mentioned equipment.

It is understood and agreed to by the client and Crossroads Coaching that if either of us recognizes that the client has a problem that would benefit from psychotherapy, Crossroads Coaching may refer or direct you to appropriate resources in addition to or in lieu of counseling or coaching. In case of a referral, case transfer is done after consultation with the client.

In case of consultation of a minor, the following regulations are applied;

- For children up to 12 years old, consent from the parents / guardians is required. Permission of the child is not necessary.
- Between the age of 12 to 16 years, consent from the parents / guardians and of the child is required.
- Young people from 16 years of age decide independently and have an independent right to information.

Ethics: Crossroads Coaching will work within the professional ethics and guidelines as designated by the NIP (Dutch Institution for Psychologists). Copies of the ethical guidelines are available on the website of Crossroads Coaching. If the client wishes for Crossroads Coaching to speak to someone outside our interactions, the client needs to provide written permission.

Feedback: If, at any time, the client feels that their needs are not being met or they are not getting what they want out of the coaching or counseling, please tell, so adjustments can be made as needed.