

## General Terms Hester Ligtvoet

1. These general terms apply to each consultation, session, reading or workshop with Hester Ligtvoet. An appointment can be made verbally or in writing and counts as a service agreement to which Dutch law applies.
2. You will receive an invoice or a confirmation by e-mail for the fee or costs of a consultation, session, reading or workshop. Payment is made in cash at the appointment or by bank transfer within 7 days after receipt of the invoice or confirmation by e-mail, unless otherwise stated. If you make an appointment for a phone consultation, your payment must be received before the appointment. If the payment term is exceeded, you are legally in default. In that case, all (judicial) collecting costs incurred by Hester Ligtvoet will be borne by the client.
3. By making an appointment you declare that you took note of these general terms and the privacy statement of Hester Ligtvoet. At the start of an appointment you will be asked to sign for this.
4. Oral or written agreements can be cancelled free of charge up to 48 hours in advance. If you wish to cancel within 48 hours prior to the appointment, I reserve the right to charge the reserved time.
5. Hester Ligtvoet provides her services to the best of her knowledge and ability – in that sense she has a best efforts obligation. She ensures that you are sufficiently informed about the nature and purpose of a consultation, session, reading or workshop.
6. The information and advice given by Hester Ligtvoet during a consultation, session, reading or workshop is intended to give you more insight into your options for implementing your own choices. Guarantees cannot be offered because of individual influencing factors.
7. You should be aware that the information or advice provided by Hester Ligtvoet during consultation, session, reading or workshop is not intended to diagnose or be a treatment, and does not replace adequate medical care. Your physical and mental health are your own responsibility, for which you can consult your doctor or other qualified health professionals.  
You are expected to inform Hester Ligtvoet about your physical or mental health prior to a consultation if you suspect it to be of influence.
8. Participation in a consultation, session, reading or workshop is your own free will and at your own risk.  
This means that you are responsible at all times for what you do with the information or advice and the choices you make. This also means that Hester Ligtvoet is not liable for any damage, by whatever name, that arises from decisions you make on the basis of the information or advice obtained.
9. Hester Ligtvoet is not liable for loss, theft or damage of valuable personal belongings.
10. Hester Ligtvoet will treat all information obtained from you confidentially, unless otherwise agreed or if a legal obligation must be met.
11. Recordings made during an appointment are for personal use only and may not be made public, except with written permission of Hester Ligtvoet.
12. If you have a complaint about my service, please contact me as soon as possible. You can expect an initial response from me within 48 hours. I take your complaint seriously and will treat it confidentially. I am very interested in finding a solution in mutual consultation.