

General Terms and Conditions Hester Ligtoet

1. These general terms and conditions apply to each consultation, session, reading or workshop with Hester Ligtoet. An appointment can be made verbally or in writing and counts as a service agreement to which Dutch law applies.
2. Payment is due by bank transfer. Unless otherwise stated or agreed, full payment should be received prior to the scheduled appointment, either at the time of booking or within the payment period specified by Hester Ligtoet. This provision applies to all appointments, whether in person or online. If payment is not received on time, the client will automatically be in default. Any legal or collection costs incurred by Hester Ligtoet in that case will be the client's responsibility.
3. By making an appointment you declare that you have read and agree to these general terms and conditions and the privacy statement of Hester Ligtoet.
4. Oral or written agreements can be cancelled or rescheduled free of charge up to 48 hours in advance. If you wish to cancel or reschedule within 48 hours prior to the appointment, I reserve the right to charge the reserved time.
5. Hester Ligtoet 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 Ligtoet 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 Ligtoet 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 Ligtoet 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 Ligtoet 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 Ligtoet is not liable for loss, theft or damage of valuable personal belongings.
10. Hester Ligtoet 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 Ligtoet.
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.