

General Terms and Conditions Hester Ligtvoet

1. These general terms and conditions apply to every appointment with Hester Ligtvoet for a consultation, session, reading or workshop. An appointment may be made verbally or in writing (including online) and constitutes a service agreement governed by Dutch law.
2. Payment is due by bank transfer. Unless otherwise stated or agreed, full payment must be received prior to the scheduled appointment, at the time of booking or within the payment term specified by Hester Ligtvoet. This provision applies to all appointments, regardless of whether they take place in person or online. If payment is not received on time, the client will automatically be in default. All judicial and extrajudicial collection costs incurred by Hester Ligtvoet in such cases will be borne in full by the client.
3. By making an appointment, you declare that you have taken note of these terms and conditions and the privacy policy of Hester Ligtvoet, and that you agree to them.
4. An appointment for an individual session may be rescheduled free of charge up to 48 hours prior to the scheduled appointment. Changes to the original booking (date and time) are only possible once. If a request to reschedule is made within 48 hours to the appointment, Hester Ligtvoet reserves the right to charge the full amount for the reserved session. Cancellation of an individual session is free of charge up to 14 days prior to the scheduled appointment. In case of cancellation within 14 days prior to the appointment, or in case of failure to attend the appointment, the full amount remains due.
5. For group sessions and workshops, participation is final after booking and payment. Refunds of payments made are not possible, regardless of the reason for cancellation by the client.
6. Hester Ligtvoet provides her services to the best of her knowledge and ability – in this sense, she has an obligation of effort. She ensures that you are adequately informed about the nature and purpose of a consultation, session, reading or workshop.
7. The information and advice provided by Hester Ligtvoet during a consultation, session, reading or workshop are intended to offer insight into your possibilities in shaping your own choices. No guarantees can be given due to individual influencing factors.
8. You should be aware that the information or advice provided during a consultation, session, reading or workshop is not intended to diagnose or treat and does not replace appropriate medical care. Your physical and mental health are your own responsibility, and you are advised to consult your general practitioner or other qualified healthcare professionals where necessary. You are expected to inform Hester Ligtvoet prior to a consultation, session, reading or workshop about your physical or mental health if you believe it may be relevant.
9. Participation in a consultation, session, reading or workshop is always voluntary and at your own risk. This means that you are at all times responsible for what you do with the information or advice provided and the choices you make. This also means that Hester Ligtvoet is not liable for any damage, of whatever nature, resulting from decisions you make based on the information or advice received.
10. Hester Ligtvoet is not liable for loss, theft or damage to personal belongings.
11. Hester Ligtvoet will treat all information obtained from you confidentially, unless otherwise agreed or if required by law.
12. Recordings made during an appointment are for personal use only and may not be made public without the prior written consent of Hester Ligtvoet.
13. If you have a complaint about my services, you are requested to contact me as soon as possible. You can expect an initial response within 48 hours. I take your complaint seriously and will handle it confidentially. Every effort will be made to reach a solution in mutual consultation.