



TERMS AND CONDITIONS

Last updated: January 1, 2025

These terms and conditions apply to all services and products offered through jenniferramkisoen.com. By using this website and/or purchasing services, you agree to these terms.

1. Definitions

- Jennifer Ramkisoen: The business or sole proprietorship providing services and products via jenniferramkisoen.com.
- Client: The natural or legal person who purchases services or products.
- Services: All offered services, such as coaching, mediation, training, and other guidance sessions.
- Agreement: The arrangements between Jennifer Ramkisoen and the client regarding the provision of services and/or products.

2. Applicability

- These terms apply to all quotes, agreements, and deliveries of services or products via jenniferramkisoen.com.
- Any deviations from these terms are only valid if agreed upon in writing.

3. Services and Products

- Jennifer Ramkisoen offers services in coaching, mediation, and training.
- The content and price of the services will be discussed with the client beforehand and confirmed in an offer or email.
- All information on the website is compiled with care, but no rights can be derived from it.



4. Fees and Payment

- All fees are communicated in advance and may be exclusive or inclusive of VAT, depending on the service.
- Payments must be made within the agreed-upon period unless otherwise stated in writing.
- If payment is not made on time, services may be suspended.

5. Cancellation Policy

- For individual sessions (coaching, mediation, guidance):
 - Free cancellation is possible up to 48 hours before the scheduled session.
 - Cancellations between 24 and 48 hours before the appointment will be charged 50% of the total fee.
 - Cancellations within 24 hours or no-show will be charged 100% of the total fee.
- For training and workshops:
 - Cancellation up to 7 days before the start: free of charge.
 - Cancellation between 3 and 7 days before the start: 50% of the total fee will be charged.
 - Cancellation within 3 days or no-show: 100% of the total fee will be charged.
- Cancellations must be made in writing via email.

6. Liability

- Jennifer Ramkisoen is not liable for any damages resulting from the use of her services unless there is intent or gross negligence.
- Advice and guidance are given based on experience and knowledge, but the client remains responsible for their own choices and results.

7. Intellectual Property

- All materials, texts, presentations, and content provided during services remain the property of Jennifer Ramkisoen and may not be copied or distributed without permission.

8. Changes and Termination

- Jennifer Ramkisoen reserves the right to modify these terms at any time. Changes will be published on the website.
- If any provision in these terms is declared void or invalid, the remaining provisions will remain in effect.

9. Governing Law and Disputes

- These terms and conditions are governed by Dutch law.
- Disputes will first be resolved through mutual consultation. If this is not possible, the dispute will be submitted to a competent court in the Netherlands.

