



# THE SCHOOL OF SELF-REALIZATION

## General Terms & Conditions

In this document you find the General Terms & Conditions applicable to all services offered from the company TheSchoolofSelfrealization.com (TSOS). This company is also known in Dutch as roelofdevries.nl and registered in the Chamber of Commerce of The Netherlands.

This document also applies to all services offered from the company-name roelofdevries.nl and therefore this is just an English translation of the identical Terms & Conditions.

### Services

By TSOS several services are offered. For example group-training, lectures, company-training, personal-coaching, online webinars and public speaking. TSOS focuses both on groups and individual customers. And focuses both on companies and non-profit organizations.

Also TSOS is not bound to The Netherlands only and can be seen as an internationally operating company.

### Prices

TSOS offers their services with a variety in price-ranges. So no fixed prices can be given beforehand, but all services offered will be clearly communicated and published with total (inclusive) prices, unless this is not needed. In the last case, this will also be clearly communicated.

### Payments

All paid services have to be paid beforehand. This means before the starting-date of any service offered, the payment has to be processed successfully, conform the given payment-instructions.

When the payment has not been done before the starting-date TSOS has the right to cancel or postpone all services and the customer or client loses all possible rights to claim the services.

Exceptions in payment-agreements can be accepted, but these agreements have always been confirmed by TSOS in a written form: e-mail confirmation or confirmation by an official signature.

### VAT

All services are communicated including VAT.

TSOS tries to offer the services in the most transparent way as possible, so therefore all costs will always be inclusive and there will be no hidden costs. TSOS is registered at the Dutch Chamber of Commerce by the VAT-number NL110585367B01



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## **Restitution**

For no reason it is possible to get a restitution or a return of payment. In the case the customer or client is not able to attend the given services and therefore has to cancel the appointment there will be an option offered by TSOS to re-schedule. However the customer or client should have informed the contact-person of TSOS at least 48 hours beforehand by e-mail or phone and a valid reason should be given.

If the client or customer does not inform TSOS at least 48 hours before the start-date and time of the offered services TSOS has the right to not offer a re-scheduling of the services and no payment will be returned.

If the client or customer is offered a re-scheduling of the services the new appointment has to be made possible within 30 days of the initial date. If this is not possible the client or customer loses the right to claim the services of TSOS and no payment is returned.

Exceptions on everything stated above can be possible, but these exceptions have always been clearly confirmed by TSOS in an e-mail or in an official signed document.

## **Liability**

All services offered by TSOS are delivered taking into account the highest level of care and quality. However TSOS can for no particular situation be held responsible or liable. The client or customer is at all times 100% responsible themselves for any damage, for example financial loss, psychological damage or physical injuries, directly or indirectly caused by the services offered by TSOS.

Every client or customer is expected to be taking decisions from a responsible and self-determined state of consciousness and therefore can be held responsible themselves.

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For further questions about the General Terms of Conditions TSOS can be contacted by

[info@theschoolofselfrealization.com](mailto:info@theschoolofselfrealization.com)