

The Dutch version of these terms and conditions is the legally binding version

In this document, we inform you about the terms and conditions we apply

1 General

Child Development is a practice for occupational therapy, orthopedagogy, and child psychology.

We operate through two legal entities:

- Child Development OT B.V. (KVK 85588156)
- Child Development Psychology B.V. (KVK 85587842)

2 Application of these terms

- These terms and conditions apply to all appointments and treatments you arrange with Child Development.
- They apply to every agreement between you and Child Development and to all services we offer.
- These terms also apply when we need to involve third parties in delivering your treatment.
- Any deviations from these terms are only valid if they have been explicitly agreed with you in writing or by email.
- If one or more provisions of these terms are found to be invalid or are declared invalid by a court, the remaining provisions will continue to apply. In that case, Child Development will replace the invalid provision with a new one that reflects the purpose and intent of the original text as closely as possible.

3 Client Responsibilities

To ensure proper treatment, it is important that you:

- can identify yourself (or your child) when we ask for identification.
- provide correct and complete information about the client's medical information and insurance.
- provide all information we need for treatment in a timely manner.
- inform us of any health issues at the start of the treatment.
- refrain from behaviour that interferes with the treatment.
- follow our advice as much as possible.

4 How We Provide Treatment

- We work according to professional guidelines and do our best to help you as effectively as possible.
- We explain the treatment plan beforehand. If you have questions or objections, we encourage you to let us know immediately.
- If your regular therapist is unavailable, a colleague may take over the treatment.

5 Session Time and Location

- The number of sessions depends on your child's needs.
- Sessions and parent meetings take place online, in our practice, or at school, unless agreed otherwise

6 Fees

- You will receive an overview of our fees.
- For sessions outside the practice or at schools where we do not work on a weekly basis, travel time and travel expenses will be charged.
- If fees change, we will inform you at least one month in advance.

7 Billing and Payment

- You will receive a digital invoice each month.
- You are personally responsible for payment, even if your insurance does not reimburse the treatment.
- Claims to insurance companies or municipalities must be submitted by you, unless agreed otherwise.
- Invoices must be paid within 14 days. If payment is late, administrative fees may be charged and therapy may be temporarily paused.
- Changes in your address, email, insurance, or medical information must be communicated promptly.
- Parents/guardians are responsible for payment when the child is a minor.
- Questions about invoices must be submitted in writing or by email within 14 days

8 Cancelling Appointments

- Please cancel a session at least 24 hours in advance.
- If you or your child is ill, please notify us before 08:00 on the day of the appointment.
- Sessions cancelled too late will be charged in full.
- We will try to schedule a catch-up session if possible

9 Holidays

No sessions take place during school holidays unless agreed otherwise.

10 Quality

Our therapists are registered with various professional associations and work according to the corresponding professional codes.

11 Termination

We may end treatment if:

- you fail to meet your obligations and have been warned in writing or by email;
- circumstances make it impossible to continue the treatment;
- behaviour occurs that disrupts or prevents proper treatment.

In such cases, the treatment fee remains payable.

12 Liability and Limitation

- You remain responsible for your own decisions and behaviour.
- We are not liable for loss, damage, or theft of your personal belongings.
- We are not liable for damage caused by incorrect information provided by you or by not following our instructions.
- You are responsible for knowing the terms and conditions of your insurance

13 Force Majeure

If we cannot provide treatment due to circumstances beyond our control (e.g., illness, extreme weather, technical issues), we may reschedule the appointment or have a colleague take over. We are not responsible for any resulting damages

14 Privacy

Your privacy is important to us. Our full privacy statement can be found on our website (www.childdevelopment.nl).

15 Complaints

Do you have a complaint, suggestion, or compliment? Please let us know. We follow an official complaints procedure.

16 Changes to These Terms

If we update these terms and conditions, we will adjust the date at the top of this document. Check our website regularly for updates.

17 Applicable Law

Dutch law applies to these terms and conditions