

## General terms and conditions

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### 1. Definitions

- 1.1 Meddy Goossens (hereinafter: 'Contractor') Email: [contact@meddygoossens.nl](mailto:contact@meddygoossens.nl)
- 1.2 Client: any natural person or legal entity entering into an agreement with Contractor.
- 1.3 Consumer: a natural person not acting in the course of a profession or business.
- 1.4 Agreement: any agreement between the parties, including distance contracts.
- 1.5 Distance Contract: an agreement concluded via website, email or other means of communication without physical presence.
- 1.6 Digital Content: online training courses, downloads, videos or other digital products.
- 1.7 Event: lecture, keynote, training session or gathering.
- 1.8 Ticket: proof of admission to an Event.

### 2. Applicability

- 2.1 These general terms and conditions apply to all offers and agreements.
- 2.2 Any general terms and conditions of the Client are expressly excluded.
- 2.3 If any provision proves to be invalid, the remaining provisions shall remain in full force and effect.

### 3. Offers and Formation of Agreement

- 3.1 Offers are non-binding unless stated otherwise.
- 3.2 The Agreement is concluded after written confirmation or payment.
- 3.3 Obvious errors or pricing mistakes shall not bind Contractor.

### 4. Performance of services

- 4.1 Contractor shall perform the services to the best of her knowledge and ability.
- 4.2 Contractor undertakes an obligation of best efforts, not an obligation to achieve a specific result.
- 4.3 Client shall provide all necessary information in a timely manner.
- 4.4 Contractor is entitled to engage third parties.



## 5. Prices and Payment

- 5.1 All prices exclude VAT unless stated otherwise.
- 5.2 Invoices must be paid within 14 days.
- 5.3 In the event of late payment, statutory interest shall be due.
- 5.4 Collection costs shall be borne by the Client

## 6. Tickets and Events

- 6.1 A Ticket entitles the holder to access the relevant Event.
- 6.2 Tickets are personal unless stated otherwise.
- 6.3 Tickets cannot be returned unless the Event is cancelled.
- 6.4 In the event of rescheduling, the Ticket shall remain valid for the new date.
- 6.5 In the event of cancellation by Contractor, the purchase amount shall be refunded, except in cases of force majeure.

## 7. Cancellation of business assignments

- 7.1 Cancellation must be made in writing.
- 7.2 Cancellation up to 30 days before performance is free of charge.
- 7.3 Cancellation within 30 days before performance: 50% shall be payable.
- 7.4 Cancellation within 14 days before performance: 100% shall be payable.

## 8. Digital content

- 8.1 Digital content shall be delivered through online access or download.
- 8.2 The right of withdrawal expires once delivery has started with the Consumer's explicit consent.
- 8.3 Access is personal and non-transferable.

## 9. Right of Withdrawal (Consumer Distance Contract)

- 9.1 Consumers have a 14-day cooling-off period for the online purchase of services, unless performance has started with consent.
- 9.2 No right of withdrawal applies to Events scheduled for a specific date (Article 6:230p Dutch Civil Code).
- 9.3 For digital content, the right of withdrawal expires once delivery has started with consent.

## 10. Book sales

- 10.1 Physical sales during lectures
  - 1. Books sold during physical events are sold on location.



2. The statutory right of withdrawal does not apply.
3. Visible defects must be reported immediately.
4. Statutory conformity rules apply to other defects.

#### 10.2 Sales through publisher

1. Books sold through a publisher or third parties are subject to their terms and conditions.
2. Contractor is not responsible for the delivery or return of such sales.

#### 11. Mediation through speakers' agency

If an Agreement is concluded through a speakers' agency or intermediary, additional or deviating Terms and Conditions of that agency may apply. In such case, the agreements as set out in the confirmation of the relevant agency, shall prevail.

#### 12. Intellectual property

- 12.1 All rights relating to presentations, training courses and materials remain the property of Contractor.
- 12.2 It is not permitted to make or distribute recordings without prior permission.

#### 13. Liability

- 13.1 Liability is limited to the invoice amount relating to the relevant assignment.
- 13.2 Indirect damage, consequential damage and loss of profit are excluded.
- 13.3 Participation in Events is entirely at the participant's own risk.

#### 14. Force Majeure

In the event of force majeure (including but not limited to illness, pandemics, technical failures or government measures), the Event may be rescheduled or terminated without any obligation to pay damages.

#### 15. Applicable Law

All Agreements shall be governed by Dutch law.

Disputes shall be submitted to the competent court in Limburg.