

1. Applicability of the terms

1.1 These terms and conditions apply to the agreement between the Client (natural person, company, or organization) and the psychologist of MindLife Therapy, hereafter referred to as the Provider. Both Client and Provider are referred to as Parties.

1.2 In case a situation should arise between Parties that is not covered by these terms and conditions, this can be discussed between them in good faith and assessed in the context of these terms and conditions.

1.3 If any of these Terms and Conditions are considered invalid, the remaining Terms and Conditions will continue to be valid.

1.4 Dutch law is exclusively applicable to all agreements between Parties.

2. Quality of Care

2.1 Provider adheres with the WKKGZ and the [NIP code of conduct](#).

2.2 Provider performs to the best of their abilities while the Client shares responsibility for the choices made at all times.

2.3 Provider is engaged in continuous training and supervision.

2.4 The care to be delivered and progress of the treatment will be evaluated on a regular basis through Reflections in sessions.

3. Obligations of the client

3.1 The client is encouraged to inform the Provider of facts and circumstances that may influence or be important for the care process.

3.2 The client is responsible for the accuracy, completeness and reliability of the data and documents provided to MindLife Therapy.

3.3 Client is not allowed to record sessions (audio or visual footage) without permission, and a penalty applies.

3.4 As part of the agreement, the Client is always encouraged to:

- Arrive and leave the session on time
- Respect the therapeutic alliance and boundaries
- Communicate openly about possible concerns
- Refrain from harm towards themselves, others, or the Provider
- Not use illegal substances the day of the session.

4. The agreement

4.1 The agreement (also referred to as Therapy Agreement) will only be made if: (a) Client has announced their wishes to enter into the agreement and (b) Provider believes that Client's request for assistance could be met based on the services offered.

4.2 The agreement leads to a best-efforts obligation for Provider, not a results obligation.

4.3 Provider executes the agreement to the best of their knowledge and ability and in accordance with the professional code of conduct (see article 2).

5. Termination of the agreement

5.1 The agreement between Provider and Client is entered into for an indefinite period of time, unless it results otherwise from the nature of the agreement or Parties have expressly agreed otherwise.

5.2 The agreement ends: (a) With the agreement of both parties; (b) Following a one-sided termination of the agreement by Client or following a one-sided termination by Provider in accordance with the provisions of Article 5.4; (c) On transfer to another health care professional/institution; (d) Client's death.

5.3 Upon termination of agreement, a closing session or follow up is advised but not necessary.

5.4 Provider reserves the right to terminate the treatment agreement If there are weighty reasons to do so. MindLife Therapy will act in accordance with the Dutch guideline 'Niet-aangaan of beëindiging van de geneeskundige behandelingsovereenkomst' if it concerns a treatment within the scope of the Wet op de Geneeskundige Behandelingsovereenkomst (Wgbo). Provider has the right to terminate the agreement in accordance with that guideline, and in any case, but not exclusively, in the following cases:

(a) Client commits crimes of such a serious nature that clearly affect the relationship with the Provider, that the agreement can no longer be reasonably expected to continue;

(a) Client fails to fulfill their responsibilities as described in the agreement;

(c) If the client's demand for care and/or treatment changes to such an extent that Provider no longer believes that they can meet Client's needs;

(d) Provider has not heard from Client for a certain period of time during the treatment.

The length of this period is recorded in the treatment agreement at the start of treatment;

(e) The invoices for the provided care are not paid.

5.5 Upon termination of the agreement, any financial claims on the client are immediately due.

6. Records and Confidentiality

6.1 MindLife Therapy keeps records of the provided care.

6.2 The information provided by Client is treated and sorted in full confidentiality.

6.3 Both Parties take all necessary measures to ensure that they keep all confidential information secret. All information of which Provider or Client knows or can reasonably suspect, that it is secret or confidential, or of which it can expect that its disclosure may cause damage to the other party, are to remain secret.

6.4 The client reserves the right to (partial) access to documentation relating to their agreement.

Perusal by the client or copying of the documentation will not be allowed if not allowing this is necessary in order to protect the privacy of others.

6.5 Mindlife Therapy, without the written consent of the client, provides no (insight into) data about them to third parties except in compliance with a legal obligation. Third parties do not mean those who are directly involved in the execution of the contract and the representation of the client, insofar as the disclosure of the data and inspection is necessary for the work and duties to be performed by them (i.e. the supervisor of the Provider).

6.7 Provider is bound by full confidentiality unless serious circumstances make disclosure imperative. This confidentiality continues to remain intact even after the termination of the contract is concluded with Client.

6.8 After termination of the agreement, the documented documentation is kept for at least 15 Years and will then be destroyed.

7. Liability

7.1 The Provider does not give advice on decisions or changes in one's life. The Provider only supports the client's own process and client's own choices. The Client is at all times responsible for his own choices, behaviors and the consequences thereof. The Provider is not responsible, let alone liable, for any decisions or changes made in the life of the client.

7.2 The liability of MindLife Therapy towards Client is limited to the direct damage, compensation, and execution of agreement with Client, except when there is intentional or gross negligence on the side of the Provider. Provider cannot be held liable for indirect damage, consequential damage, or damage on third parties arising from actions of Client.

7.3 Practitioner makes no guarantees, representations or warranties of any kind or nature, express or implied with respect to the services negotiated, agreed upon and rendered.

8. Payment Terms

8.1 Parties can agree on a fixed fee for the services when concluding the agreement.

8.2 Provider will send an invoice to Client for the executed services. Invoices must be paid within 14 days after the invoice date, unless Parties have made other arrangements.

8.3 Rates may be changed each year. The current rates of sessions can be found on our website.

8.4 If a session or arranged services, are not cancelled or rescheduled within 24 hours, the fee will be charged to Client.

8.5 MindLife Therapy does not maintain direct contracts with health insurance companies which means that the payment obligation for the services rests with Client, regardless of whether or not their insurance company reimburses (part of) the costs for treatment to the client.

8.6 If payment is not made within the payment period, a notice will be sent to Client, which should be considered as a default notice. In the absence of payment after the period stated in the notice, the client is in default and the outstanding amount will be outsourced to a debt collector. From that moment on, Provider is entitled to suspend the execution of the agreement with immediate effect until Client has met their payment obligations.

8.7 If Client is a company or organization, in the event of liquidation, bankruptcy, attachment or suspension of payment on behalf of Client, the claims of Provider on Client are immediately due and payable.

8.8 Client indemnifies Provider against all third-party claims that are related to the services supplied by Provider.

9. Complaints

9.1 In case of a complaint the first step is to communicate it between the Parties. In most cases, complaints are resolved directly when addressed.

9.2 Provider will treat every complaint accurately and confidentially.

9.3 If an agreement is not made Client can file a complaint to a complaints officer.

10. Intellectual property

10.1 Provider retains all intellectual property rights, on all designs, drawings, writings, data carriers or other information, quotations, images, scale models, etc., unless Parties have agreed otherwise in writing.

11. Penalties

11.1 If Client records audio or visual footage of the session without consent, then Client forfeits on behalf of Provider an immediately due and payable fine of € 5.000.

These general terms and conditions were updated up on 11 July 2026

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Website: <https://www.mindlifetherapy.nl/>