Terms and Conditions

Beacon of Balance

Article 1 – Applicability

These Terms and Conditions apply to all oral and written quotations and agreements issued by or entered into with the Service Provider, and to all related activities of both a preparatory and an operational nature.

Article 2 – Business description

Karianne Punt – Beacon of Balance – Life Coach (www.beaconofbalance.com) provides coaching and training in the field of personal development in the broadest sense. Karianne Punt – Beacon of Balance is registered with the Dutch Chamber of Commerce under number 83336230.

Article 3 – Definitions

Service Provider: Karianne Punt – Beacon of Balance.

Client: the person, company or organisation commissioning the services.

Services: all products and services supplied by the Service Provider to the Client.

Coachee: the person participating in a guidance, advisory or coaching programme, where that person is not also the Client.

Article 4 – Performance of the agreement

The Service Provider will perform the agreement to the best of her knowledge and ability. The Service Provider has a best-efforts obligation in relation to the performance of the agreement and cannot therefore be held to an obligation to achieve a specific result.

By confirming the agreement and accepting these Terms and Conditions, the Client consents to the use of their name and address details and telephone number for inclusion in the Service Provider's client records for administrative purposes.

The Client must provide the Service Provider in good time with all information which the Client states is necessary, or which the Client should reasonably understand is required, for the performance of the agreement. If this information is not provided in time, the Service Provider reserves the right to suspend performance of the agreement.

Article 5 – Prices and quotations

All quotations and price estimates issued by the Service Provider are non-binding with regard to price, content and delivery time, and expire after 30 days. Quotations are based on the information available to the Service Provider. The Client has been informed of the rates charged by the Service Provider.

An agreement is concluded when the Service Provider has received and accepted the quotation or agreement signed for approval by the Client and/or when the agreement has been confirmed by email. The agreement may include additional pricing arrangements, such as costs for third parties, venue hire, materials and travel.

Article 6 – Payment terms

Invoices will be issued as specified in the accompanying agreement. Payment arrangements will be agreed between the Client and the Service Provider. The Client will receive an invoice from the

Service Provider. Payment must be made by transferring the total amount due, as stated on the invoice, to IBAN NL84 ABNA 0103 0422 45 in the name of Beacon of Balance.

The payment term for a coaching programme is 21 days from the invoice date. If payment is late or is not made, the Client will be in default by operation of law and the Service Provider reserves the right to suspend performance of the agreement with immediate effect. From that moment, the Client will also owe statutory interest on the outstanding amount.

If the Service Provider refers the debt for collection, the Client must also pay the associated judicial and extrajudicial collection costs. Any objection to an invoice must be submitted to the Service Provider in writing within two weeks of receipt of the invoice.

Article 7 – Duration and termination

The coaching programme will continue for the period specified in the agreement between the Client and the Service Provider. It may be terminated or extended at any time by mutual consent.

The Client may terminate the coaching programme unilaterally if they no longer wish or need to continue it. Termination of the agreement does not affect any outstanding financial obligations.

Article 8 – Registration and payment for training courses and workshops

The following payment condition applies when registering for a training course or workshop: payment must have been credited to the Service Provider's bank account before the training course or workshop begins.

Article 8.1 – Cancellation by the Client of training courses and workshops

The Client must notify the Service Provider in writing of any cancellation or change. If the Client cancels a registration, the Client and the Service Provider will first consult each other to find a suitable alternative.

If no suitable alternative is available, as determined by the Service Provider, the following cancellation terms apply:

1. If the Client cancels after registration but more than one week before the start date, the cancellation fee is 50%.

2. If the Client cancels within one week before the start date, the cancellation fee is 100%.

These terms also apply if the Client withdraws after the training course or workshop has started, withdraws at the start, or fails to attend.

Article 8.2 – Cancellation by the Service Provider

The Service Provider reserves the right to cancel coaching, a training course or a workshop without stating a reason, or to refuse a Coachee. The Service Provider must confirm the cancellation or refusal in writing. In that event, the Service Provider will refund 100% of the amount paid by the Client up to that point. The agreement will then end without any further obligations or claims between the parties.

Article 9 – Rescheduling appointments

If the Client cancels an appointment within 24 hours before the scheduled time, the Service Provider will charge the fee for the appointment and the Client must pay it. Appointments cancelled or rescheduled more than 24 hours in advance will not be charged.

If the Client fails to attend a scheduled meeting, the fee for that meeting will be charged and the Client must pay it. The Service Provider reserves the right to reschedule or cancel appointments if she is unable to perform the agreement properly.

Article 10 – Confidentiality

Both parties must keep confidential everything discussed during or in connection with coaching sessions, training courses or advisory assignments.

If there is an imminent risk of harm to the Client or to society, the Service Provider reserves the right to breach confidentiality and inform the appropriate competent authorities.

If the Service Provider is required by law or by a court decision to disclose confidential information to third parties designated by law or by the competent court, and the Service Provider cannot invoke a statutory or judicially recognised right to refuse disclosure, the Service Provider will not be liable for damages or compensation.

Article 11 – Liability

The Service Provider accepts no liability of any kind for loss or damage arising from or in connection with services provided by her. The Service Provider's liability is limited to the invoiced value of the assignment, or at least to the part of the assignment to which the liability relates. If an assignment continues for more than six months, liability is further limited to the amount invoiced for the preceding six months.

The Service Provider is not liable for direct or indirect loss or damage suffered by the Client as a result of actions taken or decisions made following or during a training course, coaching session or advisory assignment. The Client or Coachee remains responsible at all times for the choices they make.

Any liability of the Service Provider for business interruption, other indirect loss or damage, or consequential loss or damage of any kind is expressly excluded.

Article 12 – Complaints procedure

Karianne Punt – Beacon of Balance works in accordance with the international ethical code for professional coaches. The Global Code of Ethics (GCoE) of the European Mentoring and Coaching Council (EMCC) has been in force since 1 January 2017. NOBCO is affiliated with the EMCC and has adopted the Global Code of Ethics, replacing its former code of conduct. This also includes the complaints procedure and complaints regulations.

For further information, please consult the NOBCO website:

NOBCO | International Ethical Code | IEC

NOBCO | NOBCO complaints procedure

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