

Treatment Agreement

Behandelovereenkomst

If you make an appointment with Atma Ayurveda by website, telephone or text, email or verbal agreement for a treatment or a treatment program, you agree to the following conditions.

Please note that at this time, Atma Ayurveda does not accept children as clients. Only adults will be considered for treatments.

Confidentiality of the consultations / therapy

The therapist must comply with the RBCZ professional code. The therapist puts the interests of the client at the heart of the therapy. The client must submit all relevant information for proper treatment to the therapist. Substantive information from the therapy is never brought out unless the client has explicitly given permission. The therapist will, if applicable, request permission from the client before, during or after the treatment period to obtain or provide information to the following persons or bodies: - General therapist - Specialist - Parents - Colleague therapists - Observer - Others

The client has the right to inspect his file.

Cost of treatment

Beforehand, the client must inform him/herself about the costs per consultation / treatment (available on Atma Ayurveda's [Website](#) or through an individual proposal sent to the client). The costs of the treatment must be paid in advance via website booking, or you may request to transfer a deposit of €35 to hold your appointment time and pay the remainder on the day of your appointment or by invoice. If you pay by bank transfer, payment must be transferred to the bank account number of the practice within 14 days of receiving the invoice. In the event of non-compliance with this agreement, the therapist may charge the statutory interest and escalate the payment to a collection agency. Please consult Atma Ayurveda's [Terms and Conditions](#) (point 4.4) for full details on late payments.

Cancelled / no-show appointments

In case of absence, the client must cancel at least 48 hours in advance (by telephone or text), otherwise the consultation will be fully or partially charged.

In case of no-show without notification, the consultation price will be charged in full. If the therapist is unable to attend, you must be informed in good time and a new appointment can be made in the short term.

Please consult Atma Ayurveda's [Terms and Conditions](#) (point 5) for full details on appointment changes and cancellations.

Compensation for insurers

Most but not all health insurers reimburse the treatments, but each “aanvullende verzekering polis” varies. Always inform yourself before your visit to your healthcare provider at your health insurer whether it reimburses the costs (in part). Use the registration numbers provided at Atma Ayurveda's [Website](#) for your inquiry. Client is responsible for all service costs regardless of whether or not reimbursement is provided by client's verzekeraar.

Duration of treatment

The therapy consists of a number of consultations / treatments. During these it is always discussed whether the therapy / treatment will be continued. A first consultation lasts about 60 minutes and subsequent consultations are minimally 30 minutes. If you would like to contact us in between appointments for advice and questions, you may request communication by telephone or email during office hours. Communications provided lasting longer than 5 minutes fall outside the intention of the paid appointments and will be billed at €10 per 10 minute interval. Alternatively, a paid time may be suggested and agreed with you.

Accessibility

The therapist offers the possibility to speak to voicemail or send a message via email, using the [contact](#) information at Atma Ayurveda's website. We make our best attempt to return communication within 48 hours, and answer inquiries in order of urgency & priority so we will contact you as soon as possible.

Exceptional provisions

If, due to illness or other causes, the therapist is unable to carry out the consultations / treatments for a period longer than four weeks, she may propose to contact a colleague therapist in her place to take over the treatment. In the event that the client does not wish to accept this, he / she must make this known to the treating therapist in writing and terminate this agreement on the date of receipt of the aforementioned letter to the therapist. Under this cause of termination of the contract, only the costs of the treatments / consultations will be charged until the aforementioned date.

Treatment / Consultation disclaimer

All consultations and treatments offered within Atma Ayurveda's practice are carried out with the client's wellbeing and best interests in mind. Ayurveda is a holistic system that supports balance and wellness through natural means, and while every effort is made to provide high-quality care, individual results may vary. The effectiveness of any treatment or recommendation depends on a variety of factors, including the client's personal constitution, current health condition, lifestyle, commitment to the suggested practices, and response to treatment. Therefore, no specific outcomes or guarantees can be promised. The therapist's role is to guide, educate, and support the client's healing process, while the client remains responsible for their own health choices and progress.

It is the client's responsibility to inform Atma Ayurveda of their health situation, to the best of their capabilities and knowledge. All subsequent services provided by the practice are based on the scope of information provided by the client.

Liability

The therapist has a collective professional liability insurance. Any liability of the therapist is limited to an amount that is paid by the insurer, plus the deductible, if applicable. In case of disputes with the therapist, it is advised to first discuss this with the therapist, to work together to find a solution. If you can not find a solution together, you may contact the professional association LVNT through their website: <https://www.lvnt.nl/klachten>. Atma Ayurveda is also registered with the Register Beroepsbeoefenaren Complementaire Zorg (RBCZ-TCZ) for disciplinary law.

Dutch law applies to this agreement, and any disputes will be settled within Amsterdam, the Netherlands.