

## Terms & Conditions

memotion

Grianestraat 4c, 1055 EX, Amsterdam

### Applicability

- These terms and conditions apply to all agreements between participant and memotion concerning services.
- Services include individual coaching, theme workshops for parents and children, MoveMe groups etc. Some points described in the terms and conditions will be specified towards a specific service.

### Payment

- Individual coaching sessions will be invoiced directly to you each month (unless otherwise agreed upon). Payments should be made within 14 days. If payment has not been received within 30 days additional administrative costs may be charged and the coaching may be suspended.
- Participation in a theme workshop is guaranteed if you have filled in the online form/email contact and completed the payment of the registration fee. Payment should be completed at least 24 hours before the workshop unless otherwise communicated/agreed with memotion.
- MoveMe group payment should be completed before the start of the group. Payment in installments is possible after communication/agreement with memotion. Memotion reserves the right to suspend your child's group attendance if the payment has not been completed.

### Cancellation

- Individual coaching appointments can be cancelled by phone/email free of charge up to 24 hours before the scheduled appointment. In case of illness, an appointment can be cancelled before 8am on the day of the appointment.
- In the case of individual coaching appointments which are cancelled later than stated, or nothing is communicated at all, memotion has the right to charge the full amount for the session.
- It is possible to cancel your place in a MoveMe group up to 2 weeks before the group starts free of charge. Cancellation until a week beforehand requires you to pay 50% of the fee, and within a week of the start date you are required to pay the full amount.

- Missing a MoveMe group session does not give you the right to reimbursement or a reduction in the fee.
- You can cancel your spot in a theme workshop up to 24 hours before the workshop and can move your registration to a different workshop. If you cancel less than 24 hours before the workshop the registration fee is non-refundable.
- All group services are held subject to sufficient participation.
- We reserve the right to cancel services. In the case of individual coaching you will be informed at least 24 hours beforehand and we will reschedule the appointment as soon as possible. In the case of the theme workshops you will be informed at least 24 hours in advance and will receive the full amount back or your spot can be transferred to a different workshop. In the case of the MoveMe group the group will be confirmed at least 1 week before the scheduled start and you will be fully refunded.

### Privacy

- Privacy and confidentiality are important to memotion. You can find the latest version of our privacy policy on our website.

### Other

- During services, at least one parent/caretaker should be reachable by phone.
- Parents are responsible for informing memotion of any relevant health or wellbeing conditions (e.g. allergies, fainting, anxiety...) which could affect the service.

### Changes to Terms and Conditions

- memotion may change these Terms and Conditions over time. When changes are made we will update the date at the bottom of this document. We recommend you regularly check our website for any updates.

Last updated on 22.6.2020