



General Terms and Conditions

1. General

These general terms and conditions are a part of every agreement between the dietitian and his/her client regarding treatment and/or the providing services and/or goods. The term 'client' encompasses all patients, customers, or other private and legal entities, as well as their legal representatives who enlist the service of the dietitian.

2. Hindrance

In case the client is prevented from being present at the agreed upon date and time, he/she must inform the dietitian of this as soon as possible. Appointments that are not cancelled by a minimum of 24 hours will be billed in full. In case of appointments planned on either a Monday or one day after one or several consecutive recognised holidays; the intended term of 24 hours is deemed to start at 17:00 o'clock on the last preceding regular work day. Therefore, in the case of a regular Monday the intended term will start at 17:00 o'clock on the preceding Friday. Cancellations must be done by phone call (or voicemail), e-mail, WhatsApp or text message.

3. Rates

Dietetics are covered by the Dutch basic insurance for 3 hours per calendar year. In some cases extra hours of dietetics are covered by a supplementary insurance policy package. For home visits an additional out-fee is applicable, regardless of travel distance and travel time. For more information about the rate please consult your dietician or look at www.dietistennet.nl.

4. Payment and claims

In addition to that referred to in article 3, the dietitian will, whenever possible, claim the expenses with the client's health insurance. When this is not possible, the client must cover the expenses him/herself. When the consult has ended, the client can pay for it via an app, debit card, or chip. The client will receive a receipt of this. In case the client prefers an invoice, a surcharge of €10,- administrative costs will be charged.

5. Non-Payment

In the event of non-payment within the specified time, the client is in default without the need for further notice of default. As long as the client fails to fulfil his/her obligations, all costs relating to the collection of the claim in question shall be charged to the client. These costs explicitly include the costs of debt collection by a debt collection agency and judicial costs.

6. Collection

In the case referred to in Articles 4 and 5 above, the dietician shall be entitled to collect the claim immediately or to instruct third parties to do so. In general, a reminder will be sent first. In the case of a second payment reminder, the claim will be increased by €20.00 administration costs, in the case of a third payment reminder by €40.00.

7. Indebtedness

Unless explicit proof to the contrary is provided, the administrative data of the dietician shall be binding with regard to the correctness of what the client owes.

8. Accountability

By its very nature, the dietician's advice is result-oriented without guaranteeing that result. The dietician excludes any liability for damage or injury arising from or in connection with the client's compliance with advice provided by the dietician, unless there is intent or gross negligence on the part of the dietician.

9. Complaints

Dietician's Practice Renate de Schaap does everything in its power to provide good care and to organise everything carefully. Should you as a client not be satisfied, it is important to discuss this with the dietician him/herself or to contact Dietician Practice Renate de Schaap. If this does not offer a solution, you can submit a complaint to the Paramedics Complaints Desk: www.klachtenloketparamedici.nl or send an email: info@klachtenloketparamedici.nl. The complaints desk can also be reached by telephone: 030-3100929.

10. Contact info Dietician's Practice Renate de Schaap

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