



General Terms and Conditions for The New Age Academy

These general terms and conditions have been filed with the trade register of the Chamber of Commerce in The Hague under number 27290823

Article 1 - Definitions

- 1.1. Training: Training, education, course, workshop, coaching or any other meeting with the aim of transferring knowledge and / or skills.
- 1.2. Client: The natural or legal person with whom an agreement regarding a training has been concluded.
- 1.3. Participant: The natural person who participates in a training.
- 1.4. Open training: A training initiated by The New Age Academy programs for which individuals can register.
- 1.5. Other training: All training not covered by paragraph 1.4.

Article 2 - Applicability

The general terms and conditions apply to all offers, general offers, agreements and (legal) acts between The New Age Academy and the client or participant.

Article 3 - Open training: Registration and payment

- 3.1. A person can register for an open training of The New Age Academy by filling in the registration form or by registering via www.thenewageacademy.com
- 3.2. If a person takes an option for an open training, this is a non-binding reservation for both The New Age Academy and for this person. No rights can be derived from an option on an open training.
- 3.3. To qualify for participation in a workshop, course, training or education, an intake interview first takes place. During this conversation, the learning objective of a person is determined and tested whether a person makes the right choice for the relevant workshop, course, training or education. The intake interview usually takes place by telephone. For a person who registers for a training, or education in the field of hypnosis, the intake interview will always take place at the offices of The New Age Academy.
- 3.4. If The New Age Academy accepts the registration, it will be confirmed in writing. This concludes the agreement regarding participation in the open training.
- 3.5. The client / participant has read the general terms and conditions when the agreement was concluded.
- 3.6. The New Age Academy charges the participation costs by means of an invoice. The client must pay the participation costs no later than 30 days before the start of the open training. If that date has already passed then no later than 7 days after the invoice date. The only exception to this is a written confirmation from The New Age Academy, in which payment in installments is agreed.
- 3.7. The New Age Academy has the right to exclude participants from the open training in the event of late payment of the participation costs. The payment obligation of the participation costs is maintained in this situation.
- 3.8. In the event of late payment, the client is obliged to pay reasonable judicial and extrajudicial collection costs to The New Age Academy.



Article 4 - Admission requirements

Participants must have at least HBO work and thinking level. Participants are only admitted for and training after an intake interview with the senior lecturer of The New Age Academy. This can be done by telephone or in a personal interview at the offices of The New Age Academy.

Article 5 - Open training: Cancellation, prevention and modification

5.1. The Client has a reflection period of 14 days after the conclusion of the agreement. The client is allowed to cancel free of charge up to 30 days before the start of the open training.

5.2. In case of cancellation after 30 days before the start of the open training, or if the client ends the participation after the start of the open training, or for other reasons is unable or unwilling to participate in the open training, the client pays the full participation costs. The client then has the right to start the same open training in consultation within a period of 1 year after the start of the original open training, or to follow it at www.thenewageacademy.com.

5.3. If the participant is unable to participate in the entire open training, replacement by another person is possible, provided that this person is registered with The New Age Academy no later than 7 days before the start of the open training and meets the admission requirements.

5.4. If the participant is unable to participate in a few days of the open training, the participant has the right to make up these days, within a period of 1 year after the start of the open training, in a corresponding open training.

5.5. The New Age Academy has the right, with clear reasons, to refuse the participant's participation. The New Age Academy will then refund the participation costs paid by the client for the training days not received within 14 days.

5.6. The New Age Academy has the right to cancel an open training. The New Age Academy will refund the participation costs paid by the client within 14 days.

5.7. New Time Training has the right to change the start time, date or location of an open training.

5.8. in case of force majeure, natural disasters, epidemics or other matters beyond the control of The New Age Academy, a new date will be chosen for the open training.

Article 6 - Other training: Agreement

6.1. The agreement with regard to the provision and execution of a training is concluded by the client signing the order confirmation of The New Age Academy.

6.2. The content of the order confirmation and any accompanying offer is a representation of the agreement.

6.3. The client has taken note of the general terms and conditions when the agreement was concluded.

6.4. Deviations from the general terms and conditions are only binding if they have been confirmed in writing by The New Age Academy.



Article 7- Other training: Payment

7.1. After receiving the order confirmation signed by the client, The New Age Academy will send an invoice to the client.

7.2. The Client must pay the training costs no later than 30 days before the start of the training. If that date has already passed then no later than 7 days after the invoice date. The only exception to this is a written confirmation from The New Age Academy in which payment in installments is agreed.

7.3. If, before the start of the training, the full payment of the training costs has not been received by The New Age Academy, We will cancel the training, without this releasing the client from the obligation to pay the full training costs plus any additional costs.

7.4. In the event of late payment, the client is obliged to pay reasonable judicial and extrajudicial collection costs to The New Age Academy.

7.5. Signing the order confirmation by the client results in the obligation to pay, regardless of how the participants terminate or complete the training.

Article 8 - Other training: Relocation and cancellation

8.1. A training or part of a training can be moved to another date free of charge by the client up to 14 days before the agreed date. If you move less than 14 days before the agreed date, 50% of the training costs will be charged extra.

8.2. New Age Training reserves the right to cancel the training. The client will be notified of this urgently. The New Age Academy will offer other training dates. Only if there is no other date available after mutual consultation, The New Age Academy will refund the training costs paid by the client within 14 days.

Article 9 - Replacement of a trainer

The New Age Academy ensures that at least 1 trainer is present during a training and is at all times entitled to replace a trainer with another qualified trainer.

Article 10 - Liability / complaints procedure

10.1. The New Age Academy endeavors to carry out the given training to the best of its knowledge and ability

10.2. The New Age Academy is only liable to the client / participant for damage that is the direct result of intent or deliberate recklessness, but maximum for an amount of the amount of the training costs per event causing damage, whereby a consecutive series of facts is regarded as one fact.

10.3. The New Age Academy is not liable for indirect damage such as consequential damage, loss of profit and damage due to business interruption.

10.4. The New Age Academy is not liable in the event that the client, participant or a third party have the opportunity to contact an insurance company.

10.5. Dutch law applies to the agreement and the relationship with the client / participant. Disputes arising from the legal relationship will only be submitted to the Dutch court for assessment.

10.6. No rights can be derived from the content of a brochure or website text.



10.7. If the client / participant has a complaint about The New Age Academy, its teachers, or persons working for The New Age Academy, we refer to the complaints procedure. (Article 14)

Article 11 - Confidentiality and confidentiality

Information provided by the client / participant will be treated confidentially by The New Age Academy, its teachers and persons working for The New Age Academy.

The New Age Academy conforms to current privacy legislation.

Article 12 - Intellectual property

12.1. Without the express written permission of The New Age Academy, the client / participant is not entitled to disclose, exploit or in any way reproduce data from and / or parts and / or extracts of the training material provided.

12.2. The intellectual property of the training material belongs entirely to The New Age Academy.

Article 13 - Privacy statement

The New Age Academy respects the privacy of visitors to its website, hair customers and participants in the training courses. Personal data provided to us, in whatever way, will not be provided to third parties without consent of the person concerned. The New Age Academy conforms to current privacy legislation.

Article 14 - Complaints procedure

The employees, coaches and teachers of The New Age Academy programs do their utmost to provide everyone with the best possible service. However, it may happen that you are not satisfied with something or that you have a complaint. In the first instance, you can contact the senior lecturer Henk Riem by telephone or in writing. Can be reached by mail, henk@thenewageacademy.com, telephone number +31 (0)857440808, or GSM +31 (0)641627052. He will handle your complaint, treat it confidentially and in any case respond in writing within 2 weeks. The employees and stakeholders of The New Age Academy will do their utmost to resolve the complaint together in any case within 4 weeks. If this is not successful, we will inform you within 6 weeks. Complaints will be registered and kept for a period of 2 years.

Article 15 - Complaint procedure KTNO

15.1. The New Age Academy is affiliated with the Quality and Assessment Nature-Oriented Training Foundation (KTNO). Participants in training programs for The New Age Academy that are dissatisfied with the teacher / trainer / advisor of The New Age Academy and mediation does not lead to a satisfactory result, can turn to the KTNO Complaints Committee. After the complaint has been submitted, the complainant will receive a message within 5 working days that his complaint has been received by KTNO.

15.2. The Complaints Committee examines the admissibility of the complaint. If the complaint is not admissible, he will inform the complainant in writing, substantiated and substantiated.



15.3. If the complaint is admissible, the trainer of the relevant course, training, education or trajectory will be requested to give a written response to this complaint.

15.4. The Complaints Committee will send a copy of this to the complainant.

15.5. If, in the opinion of the Complaints Committee, it is not possible to form an opinion on the basis of the complaint and the response of the trainer / adviser involved, the Complaints Committee will hear the complainant and the trainer / consultant concerned in each other's presence.

15.6. If the above does not lead to a suitable solution for both parties, there is an opportunity to appeal to an independent third party that is not working for KTNO

Article 16 - The opinion of the Complaints Committee and appeal

16.1. The Complaints Committee will reach its opinion within four weeks of receipt of the complaint. This opinion has the character of a written advice to the statutory auditor.

16.2. The Complaints Committee also sends a copy of its opinion to the complainant.

16.3. Extension of the period referred to in paragraph 1 is possible by two periods of a maximum of four weeks.

16.4. If the extension is necessary, the Complaints Committee will inform the complainant of this extension.

16.5. The judgment of the aforementioned independent third party (Article 5.6) is binding and any consequences will be dealt with as soon as possible.

Contact information KTNO

Stichting KTNO

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KTNO is available on all working days between 10:00 AM and 5:00 PM.