



Terms and Conditions

Terms and conditions for the provision of services by Femke Klomp.

1 – Introduction and contact

Welcome to femkeklomp.com! These Terms and Conditions govern your use of our services, whether through online sessions, in-person sessions, group programs, or digital content. By engaging in our services, you agree to comply with and be bound by these terms.

For readability, I have chosen to use the first-person form in this document. Where “I” or “my” is used, it refers to the company Femke Klomp. I am the service provider. Where I write ‘you’ or ‘your’, it refers to the client buying my services.

Femke Klomp
Wardstraat 30
6681 CJ Bommel
Chamber of Commerce number: 68365993
Contact via connect@femkeklomp.com

2 - Applicability of the terms

- By purchasing, booking, accessing, downloading, or participating in my services, programs, events, website, or digital content, you agree to these Terms and Conditions.
- These terms and conditions apply to all offers and agreements where I offer or provide services. Deviations from these terms are only valid if explicitly agreed upon in writing.
- These terms and conditions also apply to additional or follow-up assignments from the client.
- Any purchase or other general terms and conditions of the client do not apply unless I have expressly accepted them in writing.

3 - Services provided

I offer coaching, healing, and personal development programs designed for changemakers and cycle breakers. Services may include individual sessions, group programs, and online courses. All services are intended for personal growth and self-development.

4 - Medical disclaimer

- My services are provided for personal growth, self-development, energetic healing, spiritual development, embodiment, self-empowerment, and educational purposes only.
- My services are not psychotherapy, psychiatric treatment, medical treatment, crisis care, or a substitute for professional medical or mental health support.
- I do not diagnose, treat, cure, or prevent medical or psychological conditions.
- Always seek the advice of a qualified physician, licensed mental health professional, or other appropriate healthcare provider regarding any medical or psychological concerns, diagnosis, or treatment.
- Energy healing is a complementary holistic practice intended to support overall wellbeing and self-awareness. It is not a replacement for medical, psychological, or psychiatric care.
- Participation in my services is entirely voluntary and at your own responsibility. You remain fully responsible for your own physical, emotional, psychological, energetic, and spiritual wellbeing, choices, actions, and interpretations throughout our work together.



- Any energetic, spiritual, intuitive, or metaphysical language used in my services reflects personal, symbolic, experiential, and spiritual perspectives and should not be interpreted as scientific, medical, psychological, or factual claims.

5 - Conditions for participation

You are required to sufficiently inform me about your mental and physical health condition (such as medication use, addictions, psychiatric diagnosis, physical conditions) so that I can support you in the best possible way.

In my programs and sessions, I share my knowledge, experience, and tools. In addition to following the program or attending the sessions, it's important to allocate enough time for assignments and practice. I cannot guarantee that participating in my programs and sessions will lead to success in your life or business, because that is dependent on your level of commitment and desire for change.

Transformation, success, and life changes require commitment, practice and implementation in your daily life. I will of course do my very best to provide you with the right tools to successfully follow and complete the programs. I will be available within reasonable limits throughout the program's duration. The support I offer depends on the package you purchase. The level of support is described on the website of each respective program.

6 - Agreement and execution of the agreement

- I am only bound once I have accepted or confirmed an assignment or agreement in writing. Oral commitments only bind me once I have confirmed them in writing. The order confirmation is deemed to accurately and fully reflect the agreement unless you object in writing within 48 hours.
- All services provided by me constitute an obligation of effort, not an obligation of result. I cannot guarantee specific outcomes, as transformation and healing depend on many personal and external factors beyond my control. I am required to fulfill my obligations with the care and skill that can reasonably be expected of me, in accordance with the standards of professionalism at the time of performance.
- If and insofar as the proper execution of the agreement requires, I am free to have certain tasks or part of the agreed tasks performed by third parties.
- You must ensure that all information, which I indicate is necessary or which you should reasonably understand is necessary for the execution of the agreement, is provided to me in a timely manner. If the data required for the execution of the agreement is not provided to me in time, I have the right to suspend the execution of the agreement and/or charge you for the additional costs resulting from the delay, according to the usual rates.
- I am not liable for any damage, of any kind, arising from my reliance on incorrect and/or incomplete information provided by you, unless the inaccuracy or incompleteness was known or should have been known to me.

7 - Payment and pricing

- All fees for services must be paid in advance, unless otherwise agreed upon in writing. I reserve the right to adjust pricing at any time. Payments are non-refundable unless specifically stated otherwise.
- Payment of invoices must be made within fourteen days after the invoice date, unless otherwise agreed in writing, in the manner and currency indicated by me on the invoice. Payment must be made without any deduction, compensation, or suspension for any reason.



- If the invoice has not been paid by the due date, they will be in default without the need for further notice. In the event of payment default, I am entitled to suspend or immediately cease all work for you without being liable for any damages.
- In the event of payment default, you are also liable for default interest on the outstanding claims from the due date, equal to the statutory interest.
- If more effort than usual is required from me to execute the agreement, I may demand payment (or equivalent security) before commencing my work.
- Offers, prices, or quotes do not automatically apply to future programs or quotes.
- For programs payment can be made either in full or in installments. If you pay in installments, the obligation to pay remains even after the completion of the program. If you fall behind on payments, I reserve the right to block your access to the program until the outstanding installment(s) have been paid. Once the payment is made, access will be restored, and you can continue to use the course materials.

8 – Cancellations, rescheduling and refunds

Due to the digital, experiential, energetic, and time-based nature of my services, refunds are generally not provided once a session, program, event, or digital offering has started or materials have been accessed.

8.1 Individual Sessions

- If you are unable to attend a scheduled 1:1 session, please inform me as soon as possible.
- Sessions cancelled or rescheduled more than 48 hours in advance may be moved free of charge.
- Sessions cancelled within 48 hours before the appointment, or missed without notice, will be charged in full.
- In exceptional circumstances, I may choose to make an exception at my own discretion.

8.2 For longer-term programs, private containers, mentorships, or healing journeys

- By enrolling, you commit to the full program or container, regardless of your level of participation or completion.
- Payment plans are offered as a courtesy and do not constitute a subscription or pay-per-session model.
- Early withdrawal, non-attendance, or change of personal circumstances does not release you from the agreed payment obligation.
- Refunds are generally not provided once a program has started or materials, sessions, or support have been accessed.
- However, if exceptional circumstances arise, you are welcome to reach out so we can explore what feels fair and supportive for both sides.

8.3 Online Programs & Digital Content

Due to the digital and energetic nature of online programs, meditations, recordings, healing transmissions, downloadable files, and other digital content:

- Once digital materials or program content have been accessed, downloaded, streamed, or made available to you, the purchase is considered fulfilled. All purchases are considered final once access has been granted.
- No refunds will be issued once access has been granted or materials have been downloaded or viewed.
- Access to online materials is intended for personal use only and may not be shared, reproduced, or distributed.

8.4 Live Trainings, Retreats & Ceremonies



For live trainings, retreats, workshops, ceremonies, or in-person events:

- Cancellation more than 30 days before the event: full refund minus a €25 administration fee.
- Cancellation between 30 and 14 days before the event: 50% refund.
- Cancellation within 14 days before the event: no refund.
- You may transfer your spot to another participant if agreed upon in writing beforehand.
- If I need to cancel or postpone an event due to unforeseen circumstances, illness, force majeure, or insufficient registrations, you will receive either:
 - a full refund of the amount paid, or
 - the option to transfer your payment to a future event or offering.
- I am not responsible for additional expenses incurred by you, such as travel or accommodation costs.

8.5 Right to Refuse or Discontinue Participation

- I reserve the right to refuse or discontinue participation in any session, program, ceremony, training, or event if I reasonably believe continued participation is no longer aligned, safe, ethical, appropriate, or supportive for either party.
- In such cases, I may decide at my own discretion whether a partial refund is appropriate.

9 - Force Majeure

In case of force majeure, I will notify you immediately and together we will deal with the situation in the best way possible. You have eight days from receiving the news to cancel the assignment in writing, but under the condition obligation to purchase from me and reimburse me for the completed portion of the assignment and the costs (in)curred. Illness or temporary or permanent incapacity releases me from adhering to the agreed delivery deadline or delivery obligation, without you being entitled to any compensation for costs, damages, or interest on this basis.

10 - Confidentiality and privacy

- I take the privacy of my participants seriously and use your personal data only in the context of my services. I comply with the legal regulations concerning Data Protection.
- I am also committed to maintaining the confidentiality of all interactions with you. However, exceptions may be made in cases where there is a legal requirement to disclose information or where there is concern for safety.
- For more information about how your personal data is collected, stored, and processed, please refer to the Privacy Policy on my website.

11 - Intellectual Property, copyright and use of materials

- All content provided by me, including online materials, handouts, and recordings, is my intellectual property. Unauthorized reproduction or distribution of this material is prohibited. I hold the intellectual property rights to the texts and materials of my services and website. You are allowed to use the materials during and after the program. However, it is not permitted to share them with third parties unless I have given written permission to do so. It is also not permitted to sell the acquired knowledge commercially or include it in your own program unless I have given written permission.
- I strive to keep online materials and program content accessible for as long as reasonably possible to participants, but I cannot guarantee uninterrupted or lifetime availability due to technical maintenance, platform changes, updates, or circumstances beyond my reasonable control. If I decide to remove the materials or move them to another URL, I will notify you by email 3 (three)



months in advance, allowing you the opportunity to download or otherwise save them. I will always send this message to the last email address you provided to me. Failure to provide an updated email address is at your own risk.

- In case of an assignment all rights of an industrial or intellectual nature, such as copyrights and other intellectual property rights related to ideas, methods, texts, course materials, advice, etc., originating from me or used by me, remain explicitly and exclusively my property both during and after the execution of the assignment, regardless of the client's or third parties' contributions to the creation of these ideas, methods, texts, course materials, advice, etc. The exercise of these rights—including publication or transfer of data—is reserved exclusively to me, both during and after the assignment. I reserve the right to use the knowledge gained during the execution of the work for other purposes, as long as no confidential information is disclosed to third parties.
- All material on any of the websites owned and maintained by Femke Klomp is copyrighted and protected under Dutch and international copyright law. It is illegal and a violation of Dutch and international copyright laws to share any type of print or digital media files with others, use them outside of the limits of the stated policies, and post them on shared or accessible sites, especially when such activities are expressly and specifically forbidden by the copyright holder. You are expressly and specifically prohibited from sharing any print or digital media files with anyone, for any reason, posting them on any website, including blogs or cloud-based environments, or otherwise distributing, sharing, or using them in any form whatsoever.

12 – Complaints and disputes

- If you are dissatisfied with my services or my support, please let me know as soon as possible. I always aim to handle complaints with care, openness, and mutual respect, and I encourage us to first try to resolve concerns together wherever possible.
- In case you don't want to reflect together, please inform me as soon as possible by sending me an email at connect@femkeklomp.com. Please provide a clear description of the complaint so I can properly review and respond to it.
- You must report any complaints within 14 days after completing a specific part of the program. If the complaint is reported later, you are no longer entitled to correction, replacement, or compensation.
- Submitted complaints will be responded to within 14 days from the date of receipt. If a complaint requires a longer processing time, you will receive a response within 14 days with an acknowledgment of receipt and an estimate of when a more detailed response can be expected.
- Filing a complaint does not suspend your payment obligations.
- If a dispute arises between us as a result of or in connection with my services, both me and you will attempt to resolve the dispute amicably and will do our best to resolve the matter between ourselves before submitting it to a court.
- A dispute exists if one of the parties notifies the other party of the dispute, specifying what the party considers to be the subject of the dispute.
- If the dispute cannot be resolved amicably, it will be submitted to the competent civil court in the Netherlands in the district where my business is established. Dutch law applies to every agreement between me and you.
- If one or more provisions of the agreement are declared invalid or not legally binding, the remaining provisions of this agreement will remain in force.
- I am affiliated with the CAT (Collectief Alternatieve Therapeuten) and operate in accordance with the professional guidelines, ethical standards, and complaints procedure required under Dutch Wkkgz legislation.
- If we are unable to resolve a complaint together, you may submit your complaint through the GAT-Wkkgz complaints procedure and the GAT disciplinary system via the Disputes Committee for Alternative Therapists (GAT).



- For more information, please visit: <https://www.gatgeschillen.nl>

13 - Liability

- I shall only be liable for direct damage caused by proven intentional misconduct or gross negligence on my part.
- My total liability arising out of or related to any service provided by me shall in all cases be limited to the amount paid by you for the specific service giving rise to the claim. Under no circumstances shall my total liability exceed the amount covered by my professional liability insurance.
- Liability for indirect damage, such as consequential damage, including loss of income, emotional distress, business interruption, missed savings, reputational damage, or loss of data, is excluded.
- My services are intended for personal growth, energetic healing, spiritual development, education, and self-awareness. They are not a substitute for medical care, psychological treatment, psychiatric support, crisis intervention, legal advice, or financial advice. Participation in my services is entirely at your own responsibility and risk.
- Advice, guidance, intuitive impressions, energetic observations, and spiritual insights are provided to the best of my knowledge and in good faith. Participation in my services is entirely at your own responsibility and risk. You remain fully responsible for your own interpretations, decisions, actions, and implementation.
- I am not liable for damages resulting from:
 - a. incorrect, incomplete, or untimely information provided by you;
 - b. your failure to follow guidance or agreements;
 - c. your own physical, emotional, psychological, or energetic responses during or after participation;
 - d. circumstances beyond my reasonable control.
- If you believe there has been a failure in the execution of the agreement, you must first notify me in writing and allow a reasonable period to investigate and, where possible, resolve the issue.
- Any claim relating to my services must be submitted in writing within one month after the damage or issue was discovered, and no later than one year after the relevant service or agreement ended, failing which your claim expires. I cannot be held liable if you have the option to recover the damage directly from a third party or from their own insurance company.
- I take great care in maintaining the accuracy and quality of the content on my website and within my programs. However, I cannot guarantee that all information will always be complete, current, or error-free. I reserve the right to make changes, updates, or corrections at any time without prior notice.
- While I take appropriate care in providing digital content and online access, I cannot guarantee that websites, files, platforms, emails, or online materials will always be free from interruptions, technical issues, or viruses.

14 - Governing Law

These Terms and Conditions are governed by and construed in accordance with Dutch law.

15 - Amendments to Terms

I reserve the right to update or modify these Terms and Conditions at any time. These changes will take effect at the announced time. I will send the amended terms to you in a timely manner by email. If no effective date is specified, the changes will take effect as soon as you receive the notification.

16 - Contact

If you have any questions about these terms, please contact connect@femkeklomp.com

Effective date May 27, 2026



Thank you for your trust.
Much love,
Femke