



# Online Participation Contract

## Information and History

Before participating in my session, I agree to inform Humaniversity about any relevant psychiatric, psychological and medical history, traumas, drug use, and medications.

## Personal Privacy and Confidentiality

I agree that Humaniversity collects, processes and stores my clinical and personal information for the purpose of caring for me as a participant.

This may include a recording of the session or information about my health, medical history, personal history and participation during the session. Humaniversity agrees to respect and take all reasonable steps to preserve the privacy and confidentiality of this information. It agrees not to disclose or publish any such information or any records relating to me without my prior approval. It will also make every effort to ensure Humaniversity personnel will respect and preserve my privacy and confidentiality. This provision does not apply if the prevailing law requires or permits the release of any specific information in the public interest. For more details about how your data is processed, please read the [Humaniversity Privacy Policy](#).

## Group Privacy and Confidentiality

I acknowledge that my session may involve participation in group activities and meeting people who are engaged in group therapy. I hereby agree to respect and preserve, during and after my session, the privacy and confidentiality of any information I acquire concerning the identity, name, address, history and behavior of other persons I meet or observe. I agree not to disclose, publish or otherwise exploit any information or any photo, video or reference to such person(s) unless I obtain the prior written approval of Humaniversity and the person(s) concerned.

## Property and Copyright

I agree that all Humaniversity sessions (including all names, designs, logos, content, methods, seminars and other communications) are, unless otherwise stated, the property of Humaniversity. I acknowledge that my participation does not confer any right or authority to record, copy, report, promote, reproduce or to teach or train others in any aspect of the sessions or any Humaniversity property unless I am specifically authorized in writing by the Humaniversity.

## Personal Liability

Humaniversity acts responsibly for the safety and well-being of all participants. For my part:

I agree to take full responsibility for insurance and other financial arrangements necessary for the medical treatment of any illness or for loss or expense incurred during or after my session or relating to the cancellation or change of my session.

To the extent permitted by law, I hereby release the Humaniversity and its personnel, from any liability for any loss, damage or injury incurred by me or any third party arising from my participation in Humaniversity sessions. I hereby indemnify Humaniversity from any legal action or claim for damages by myself or any third party that might arise from my participation in Humaniversity activities.

## Complaints

In the event I have a complaint about my session or the Humaniversity's services, I understand that I may complain by using the procedure publicly posted on Humaniversity's website ('Complaints Procedure'). I am aware that a copy of the Complaints Procedure is available for my inspection upon request. Decisions reached as a result of the Complaints Procedure can, where appropriate, override the operation of other paragraphs in this contract.

## Cancellation during the Cooling-off Period

I understand that:

Under the law, I am entitled to a 'cooling-off' period during which I can cancel this contract without giving any reason and receive a full refund without any deduction.

This cooling off period begins on the date of contract and ends 14 days later, or when I start my session, whichever happens first.

The date of contract is the date I agree to this contract or pay for my session, whichever happens first.

## Cancellation after the Cooling-off Period

If you cancel your contract *after* the cooling-off period and before the start of your session: you will receive a refund less a €50 administration fee *and* any bank charges or other expenses directly relating to the transfer of your refund.

If you have benefited from a special discount price for your session: your refund shall be reduced additionally by 20% of the amount you paid.

If you cancel your contract after the start of your session: no refund will be made.



## **Cancellation of Individual Sessions**

If you are unable to attend or need to reschedule your individual session, please give us 48 hours notice.

If you miss your session, you will be charged for the full price of the session.

## **Cancellation due to Session Changes**

Humaniversity reserves the right to alter or cancel the scheduled session or courses at any time. It agrees to give you notice of any such changes at the earliest opportunity. If Humaniversity postpones or cancels a session and you notify Humaniversity that the altered schedule is not acceptable to you, Humaniversity agrees to refund all money you have paid for the session.

## **Procedures**

All cancellations must be made in writing.

All refunds will be paid within 14 calendar days of the date of cancellation.

## **Applicable Law**

This contract is subject to the laws of The Netherlands and its laws shall always override any variance between this contract and the laws relating to consumer protection.

## **Participants under 18**

Participants under the age of 18 years must provide written consent from their parent(s) or guardian(s) for their participation in Humaniversity activities.