Terms and Conditions Educational Support by Saskia

Educational Support by Saskia is a company founded by Saskia Cruz-Both. Educational Support by Saskia is located in Amstelveen and signed in at the Dutch Chamber of Commerce under number 92793797. Educational Support by Saskia focusses on non-Dutch families for whom a language barrier creates educational issues. Guidance is available for both children and parents.

Applicability

The terms and conditions of Educational Support by Saskia relate to all agreements, both written and oral. This involves support of a child or children and/or the parents. These terms and conditions also apply to preparational work, research and executive work.

Permission

For consultation to the parents, the child will be signed in and on the basis of an intake consultation to parents could be adviced and decided on.

Children up to 12 years will be signed in by the parents. When both parents have parental authority, the contract and consent form need to be signed by both parents.

Children between 12 and 16 are signed in by child and parents together. When both parents have parental authority, the contract and consent form need to be signed by both parents. When there is any hesitation, the wishes of the child will be followed.

Children between 16 and 18 years old, may apply themselves without parental permission. Of course parents are allowed to sign their child in, with consent of the child.

Confidentiality

Saskia Cruz-Both, in the name of Educational Support by Saskia, has a confidentiality obligation. This obligation concerns everything spoken about during the complete guidance process, as well as things communicated about concerning this process. Educational Support by Saskia needs specific confirmation from the parents or client to talk to third parties about the education of the child.

Liability

Educational Support by Saskia will do everything in their power to successfully complete the tailored plan for guidance in the education of the child. However, a result or solution can not be guaranteed.

Prices

The prices of services offered by Educational Support by Saskia can be found on the website, on social media and may be requested at Educational Support by Saskia.
All prices are inclusive of 21% VAT.
A package price always offers a discount compared to separate sessions/hours. When separate sessions are purchased, Educational Support by Saskia will coordinate with the client and/or parents how many sessions may be needed. When more sessions are neccessary, this will be first agreed on with the client and/or parents.

The prices include research, preparations, administrations, email and phonecalls regarding the process. A clear overview of this will be kept. Hours and sessions will be rounded in the clients favor.

Sessions which are paid for and were not used can only be transferred within the direct family. Unused sessions will be reimbursed after settlement.

Prices may be adjusted by Educational Support by Saskia, when this is needed to be able to continue to provide agreed services.

Unabilty to make appointments

When a client and/or parents are unable to make an appointment and cancel the appointment at least 24 hours prior to the meeting, no charges will be made.
When an appointment is cancelled less then 24 hours prior to the meeting, the price of the session will be charged.
In case of sickness or other unforeseen issues, we will look for a suitable solution.
Changing an appointment is possible, at least 24 hours prior to the meeting. This can be done by email, WhatsApp or by phone.

Terms of payment

Invoices will be send by email and have a payment term of 14 days after the invoice date. For package prices, the invoice could be paid in 3 equal installments. Payments are made by a prepayment within 14 days of the date of invoice or for packages in 3 equal installments of which the first installment as a prepayment to be paid within 14 days of the date of invoice. Installments are only available for packages.

When payments are not made within the agreed term, a reminder will be send. When the reminder is not followed up on, a second reminder with EUR 5,- in administration costs will be send.

These terms and conditions are translated from Dutch. Dutch law applies.