



GENERAL TERMS AND CONDITIONS OF NLP ART

Introduction:

1. These general terms and conditions apply to all training courses, coaching services, and workshops offered by NLP ART. By registering, you agree to these terms.

Article 1. General

2. These are the general terms and conditions for training and coaching services provided by NLP ART, a division of Identitàs, located in Bunnik, Utrecht, under the Chamber of Commerce number 93633254.
3. These terms apply to all agreements, offers, and proposals between the participant/applicant and the trainer/provider for the courses, training, coaching sessions, and workshops organized by NLP ART. Deviations from these general terms can only be agreed upon in writing prior to registration.

Article 2. Definitions

4. In these general terms and conditions, the following definitions apply:
 - a. "Applicant": the person or organization registering for a training and/or coaching program;
 - b. "NLP ART": the entity offering the training, courses, workshops, and/or coaching services;
 - c. "Participant": the person participating in the training or coaching;
 - d. "Lead Trainer": the person conducting the training or coaching;
 - e. "Training": the training, workshop, courses, or coaching sessions offered by NLP ART. In these general terms, the word "training" may also refer to coaching, workshops, and courses.

Article 3. Registration

5. Individual registration for the training of NLP ART can take place via the (online) registration form on the NLP ART website (www.nlp.art.org), via email, or by phone. Registrations are granted on a first-come, first-served basis, based on application and payment. NLP ART confirms the registration within 48 hours by email.



GENERAL TERMS AND CONDITIONS OF NLP ART

6. The participant has a cooling-off period of 7 days after the registration confirmation. Both parties reserve the right to cancel the registration without giving reasons within 7 days of registering. The paid amount will be refunded within 7 days after cancellation.
7. The training will commence with a minimum of one (1) participant. When the maximum number of twenty (20) participants is reached, an alternative date will be offered to the remaining applications.

Article 4. Payment

8. Payment for the training must be made before the training begins. Upon receipt of registration, the applicant will receive more information about the training, along with a separate invoice within 72 hours, which the applicant can easily pay via a provided iDEAL link or Tikkie.
9. The proof of payment also serves as proof of participation in the training. If no payment has been made prior to the start of the training, NLP ART reserves the right to exclude the participant from participation.
10. After payment, the applicant will receive a confirmation and no later than one (1) week before the training begins, an email containing the agreed-upon date, times, and location to participate online. By mutual agreement, it is possible to pay in a maximum of two installments. The registration form will serve as proof of participation, and the registration is final after payment.

Article 5. Agreement

11. The agreement is entered into for the duration of the training.
12. Early termination can only occur in consultation with NLP ART. NLP ART is authorized to terminate the agreement if circumstances arise that make it impossible to fulfill the agreement. If a participant disrupts the lead trainer or other participants in a manner that reasonably hinders the training or fails to meet the standards of the NLPEA Code of Conduct and the GDPR declaration, the participant can be excluded from the training by the lead trainer. Refund of course fees will take place proportionally to the remaining course duration.
13. The safety and well-being of participants take precedence during the training. NLP ART ensures an environment where everyone feels safe and secure, allowing the participant to benefit optimally from the training. Therefore, recordings and photographs during the sessions are not allowed. NLP ART respects the personal feelings and privacy of participants and does not publicly disclose any information outside the circle of participants.



GENERAL TERMS AND CONDITIONS OF NLP ART

Article 6. The Training

14. The training is provided by International NLP Trainer, Business & Life Transformation Coach Carmen van Manen-Baijanova or by another designated lead trainer from NLP ART.
15. NLP ART will ensure that the training is of high quality.
16. NLP ART will offer the participant of the Full NLP Practitioner Program or Full NLP Master Practitioner Program the opportunity to receive lifelong online coaching sessions at no additional cost or a 50% discount for sessions held at the physical location. All within a safe environment and until the definite retirement of Carmen van Manen-Baijanova.
17. This ongoing support is designed to empower the participants as they continues their personal and professional journey, ensuring they have access to guidance and resources whenever needed.
18. NLP ART has a best-effort obligation to provide a qualitatively good training that meets the international standards of NLPEA, but does not take responsibility for the application of the knowledge acquired in the participant's own practice or work situation and cannot be held liable for any errors, deficiencies, or damages arising therefrom.
19. To be eligible for certification, participants must attend 100% of the training, perform at least 90% of all practical exercises, submit homework assignments on time, and maintain an open-minded approach during the training.
20. The costs of the location (room rental, lavish lunch and collectively used refreshments during the duration of the training) are the responsibility of NLP ART.

Article 7. Prerequisites

21. For NLP Practitioner program, there are no prerequisites regarding prior education for participation. It is accessible to anyone willing to enhance the quality of their lives.
22. For NLP Master Practitioner program, the participant must hold the accredited NLP Practitioner qualification, which can be from any accredited institute.

Article 8. Prices

23. 21% VAT is due on the training of NLP ART. The definitive prices for 2025, published on the NLP ART website (www.nlp.art.org), are inclusive of VAT.
24. The prices for NLP Business On-Demand training are offered exclusive of VAT.



GENERAL TERMS AND CONDITIONS OF NLP ART

Artikel 9. Amendments and Cancellations

25. Registrations can be canceled free of charge up to 14 days before the training start date.
26. For cancellations made between 14 and 7 days before the start of the training, 50% of the course fee will be charged.
27. For cancellations made within 7 days before the start of the training, the participant is liable for the full course fee. This is due to costs already incurred for materials and room rental. Cancellations by the participant must be made in writing, including via email.
28. It is possible to allow another person to participate in place of the participant. In case of illness or an emergency, the participant will be offered the opportunity to make use of another training moment.
29. In the event of force majeure for the lead trainer (facts and circumstances that are beyond her control or not attributable to her, which makes completion of the training unreasonable), NLP ART reserves the right to postpone or cancel the training.

Article 10. Liability

30. NLP ART is not liable for personal injury or damage to properties of participants for any reason, nor for any damage arising from participation in the training, unless this damage is the result of intent or gross negligence on the part of the lead trainer or NLP ART.

Article 11. Copyright

31. The training materials are developed by NLP ART based on NLPEA standards and may not be shared or reproduced without prior written consent from NLP ART.
32. All information provided by NLP ART in the training to the participant (any handouts, course material, and training material) is intended solely for the participant's personal use. Copyright and intellectual property of the course material rests with NLP ART.
33. Naturally, all that has been learnt may be freely used in the practice of the participants.



GENERAL TERMS AND CONDITIONS OF NLP ART

Article 12. Confidentiality

34. All personal, business, or work-related information and data of the participants shared during the training will be treated confidentially by the lead trainer and NLP ART.

Article 13. Complaints

35. Complaints about the quality of the training or the lead trainer must be submitted in writing within ten (10) days after the training via the contact form on the NLP ART website (www.nlpart.org) or by email to info@nlpart.org. After this period, it will be assumed that the participant has no complaints.
36. If a complaint is submitted, contact will be made within 72 hours. Complaints will be treated confidentially. Efforts will be made to reach a mutual solution within ten (10) days.

Article 14. Customer Inquiries

37. Administrative inquiries will be answered within 48 hours by NLP ART. If a question requires more time, the applicant will receive a notice regarding this. The question will be answered within ten (10) days after submission.

Contact Information:

38. For questions regarding these general terms and conditions, please contact Carmen van Manen – Baijanova from NLP ART by calling via phone 06-46103152, via whatsapp, via e-mail at info@nlpart.org or via the Contact form on the website of NLP ART (www.nlpart.org).