

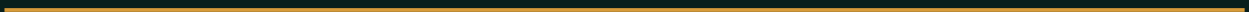


CONSUMER TERMS

Clear agreements before we begin.

These terms apply to consumers taking part in a one-to-one session, group workshop, three-day programme or other agreed service provided by Breinhart.

VERSION 3.0
EFFECTIVE FROM 14 AUGUST 2026





Contracting party and contact

Mark Paasman, trading as Breinhart
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[Contact using the contact form](#)

1. Definitions

Breinhart is the trading name under which Mark Paasman provides his services. A Consumer is an individual acting outside a trade, business or profession. A Participant is the person taking part in the Services. The Consumer and Participant may be the same person.

Services may include an introductory conversation, one-to-one guidance, a group workshop, a three-day programme, exercises, reports, materials and follow-up as agreed in writing. Written communication includes communication through an agreed digital system or by email.

2. Application and Agreement

These terms apply to all consumer proposals and Agreements entered into by Breinhart. An express term in a proposal or engagement confirmation takes priority where it differs from these terms.

Breinhart makes the applicable terms available before the Agreement is concluded. Submitting the contact form is an enquiry only and does not create an Agreement. An Agreement is formed after written confirmation by Breinhart or when both parties have expressly accepted the proposal.

Changes are valid only when confirmed in writing. The version supplied when an Agreement is concluded continues to apply to that Agreement unless the parties agree otherwise in writing.

3. Nature of the Services

Breinhart provides mentor-led guidance, method work, practical exercises and programmes focused on insight, control and daily functioning. Breinhart does not provide medical, psychological, psychotherapeutic or psychiatric treatment and does not diagnose.

Mark Paasman is not a doctor, psychologist, psychotherapist or medical practitioner. The Services do not replace professional care, medical treatment or medication advice. Breinhart does not advise anyone to stop or change medication or ongoing treatment.

For medical, psychological, psychiatric or acute concerns, the Participant remains responsible for contacting a doctor, treating professional or appropriate emergency service.



4. Proposal, Introductory Conversation and Suitability

Where relevant, the written confirmation states the format, date, location, price, preparation and payment arrangements. An introductory conversation is intended to explore whether the approach and setting fit the Participant's question.

Breinhart may decide not to start, to pause or to end a programme where participation is not suitable, safe or workable, or where other professional support appears more appropriate. Undelivered elements will then be settled reasonably.

The Participant provides truthful information relevant to careful and safe delivery. Breinhart does not medically assess that information.

5. Participation and Personal Responsibility

The Participant remains responsible for personal choices, conduct, health, safety, financial obligations and obtaining professional support. Participation requires active effort, honesty, practice, reflection and application.

Outcomes differ between people. Breinhart does not guarantee a particular outcome, time frame, reduction in symptoms or personal result. The Participant must say when participation feels unsafe, unworkable or too demanding.

6. Appointments and Rescheduling

A one-to-one session may be rescheduled free of charge to another available date until 48 hours before the agreed start. If a request is made within 48 hours, or the Participant fails to attend, the full price remains due.

Late arrival reduces the available session time and the full price remains due. If Breinhart must reschedule an appointment, another date will be offered as soon as reasonably possible.

Any additional rescheduling and cancellation arrangements for a group workshop, three-day programme or other reserved place are stated in the written confirmation.

7. Programmes, Early Termination and Refunds

A programme may include an intake, preparation, analysis, sessions, exercises, reports, materials, follow-up, communication and reserved time. After a programme starts, there is no automatic right to a refund for elements already delivered, performed, demonstrably prepared or reserved.

If a programme ends early, the parties will discuss a reasonable settlement. Statutory rights to terminate, withdraw or receive a refund remain unaffected. In demonstrable force majeure, Breinhart may reschedule, pause or offer an appropriate solution.



8. Price and Payment

The price and any additional costs are stated in the proposal or engagement confirmation. Payment is made in advance unless otherwise agreed in writing.

Where payment by instalments is agreed, Breinhart may charge an administration surcharge of 8 per cent. The surcharge and total amount payable will be disclosed in advance and apply only to the extent permitted by law.

Breinhart may suspend delivery if payment is late. Debt collection costs will be charged to a Consumer only after the legally required free notice and payment period have been provided.

9. Withdrawal Period for a Distance Contract

Where a Consumer concludes an Agreement online, by telephone or by email, a statutory 14-day withdrawal period for services will generally run from the date of conclusion.

If Breinhart starts during that period at the Consumer's express request, a proportionate amount is due for Services already performed if the Consumer withdraws. The right of withdrawal may end after full performance only where the Consumer expressly agreed in advance to the start and acknowledged the loss of that right, to the extent permitted by law.

To withdraw, use the contact form. Begin the message with 'Withdrawal' and state your name, the agreed Service, the date on which the Agreement was concluded and an unequivocal statement that you withdraw from the Agreement.

10. Confidentiality and Group Participation

Breinhart handles personal information confidentially and does not share it without a legal basis or consent, except where necessary to perform the Agreement, comply with law or respond to serious and immediate danger.

Group Participants must treat what other Participants share as confidential. Breinhart can act carefully and set clear expectations but cannot fully guarantee the conduct of other Participants.

Recording, photographing or filming sessions or Participants is not permitted without prior written consent from Breinhart and every identifiable person involved.

11. Communication, Reports and Privacy

Communication may take place using the contact form, MijnDiAd, email, telephone, video call or another agreed channel. The Participant keeps contact information current and reads messages, appointments and invoices promptly.

Reports, exercises and reflections within the Breinhart approach are not a medical record, diagnosis, treatment plan or psychological report. Breinhart's privacy notice applies to personal data.



12. Materials and Intellectual Property

The methodology, text, exercises, reports, video, audio, workbooks, models, terms and diagrams remain the intellectual property of Breinhart or the relevant rights holder.

Materials may be used personally only within the agreed scope. They may not be copied, distributed, published, resold, altered, used to provide training or made available to others without written permission.

13. Reviews, Personal Stories and Images

A review, personal story, photograph, video or other identifiable material is published only with separate consent or a demonstrable publication instruction. Participation does not depend on publication consent.

The Participant decides whether publication uses their own name, first name, an agreed alias or anonymity. Withdrawal stops future use. Breinhart will make reasonable efforts to remove or amend its own publications; copies already distributed, caches and third-party publications cannot always be recovered completely.

14. Performance, Outcomes and Liability

Breinhart performs the Services with reasonable skill, care and diligence. No outcome is guaranteed. The Participant remains responsible for applying insights and exercises.

To the extent permitted by law, Breinhart's liability is limited to the amount paid for the relevant Service. This limitation does not apply where mandatory law prevents it, including in cases of wilful misconduct or deliberate recklessness by Breinhart and to the extent liability for death or personal injury cannot be limited.

To the extent permitted by law, Breinhart is not responsible for loss arising from incorrect or incomplete information provided by the Participant or application outside the agreed context.

15. Force Majeure

Where circumstances outside Breinhart's reasonable control occur, including illness, accident, family circumstances, technical failure, government action, transport disruption, fire or natural disaster, Breinhart may temporarily suspend obligations or offer another date.

If force majeure lasts more than two months, either party may end the Agreement. Services already delivered or demonstrably performed will be settled reasonably.

16. Questions and Complaints

A question, complaint or other concern can be submitted using the contact form. Begin the message with 'Complaint'. Breinhart will acknowledge receipt and normally provide a substantive response within 14 days; if more time is needed, Breinhart will say so within that period.

The parties will first try to resolve the matter together and may use mediation by mutual agreement.



17. Governing Law, Disputes and Version

Dutch law applies to the Agreement. Mandatory consumer protection applicable to the Consumer remains unaffected. Disputes will be submitted to the court of competent jurisdiction under the law.

This is version 3.0 dated 14 August 2026. The current version is available on the website; the version supplied for an Agreement continues to apply to it.