

Terms and Conditions

Article 1. Execution of the Agreement

1.1 Stéphanie Severs adheres to the code of professional ethics established by the **Nederlands Instituut van Psychologen (NIP)**. You can read it [here](#).

1.2 Stéphanie Severs reserves the right to refuse clients and will provide a reason if necessary.

1.3 Stéphanie Severs Psychology is not liable for any damages resulting from incorrect or incomplete information provided by the client, unless it was reasonably expected that such inaccuracies should have been identified.

Article 2. Appointments, Payment, and Cancellation

2.1 Treatment takes place by appointment.

2.2 If you are unable to attend a session, a **24-hour notice period is required**. If notice is not provided, the full session fee will be charged.

2.3 Clients under the influence of alcohol or other mind-altering substances (except prescribed medications) will not be treated.

2.4 Stéphanie Severs Psychology operates as a private practice and **does not have agreements with insurance providers**. Clients are fully responsible for the payment of their session fees.

2.5 Payment Policy:

- Treatment costs must be paid **at least 24 hours before the scheduled appointment** for confirmation.
- If payment is not received within this timeframe, the reserved time slot will be released for other clients.

2.6 Late Payments:

- If payment is not made within the agreed period stated on the invoice, a payment reminder may be sent.



- In cases of overdue payment, further sessions may be suspended until the outstanding balance is settled.

Article 3. Liability

3.1 Each session lasts **60 minutes**, including **10 minutes for administrative tasks**.

3.2 Clients are responsible for their **own psychosocial actions and well-being** before, during, and after treatment. If there is a serious risk of harm to the client or others, sessions may be discontinued due to limited expertise or treatment options.

3.3 Stéphanie Severs Psychology **is not liable for damages related to services provided**, unless caused by intent or gross negligence.

Article 4. Quality Assurance and Complaints

Clients have the right to file a complaint if they are dissatisfied with their care. The **Quality, Complaints, and Disputes Care Act (Wkkgz)** ensures a structured and accessible complaint-handling process.

Complaint Procedure:

1. **First Step** – If possible, discuss your concern directly with Stéphanie Severs to find a resolution.
2. **Independent Mediation** – If needed, an independent complaints officer from **Klacht&Company** (affiliated with the **Association of Complaints Officers in Healthcare - VKIG**) can assist. Complaints can be submitted via **nip@klachtencompany.nl**.
3. **Escalation** – If mediation does not lead to a resolution, the case can be escalated to the **Geschillencommissie Psychische en Pedagogische Zorg**, which handles disputes between clients and psychologists. The decisions of this committee are binding and may include compensation.

For more details, review the **Regulations for Complaints and Dispute Settlements for Psychological Care Wkkgz** by NIP.

Article 5. Inclusion Criteria

Stéphanie Severs Psychology provides care for **mild to moderate psychological issues**.



Article 6. Exclusion Criteria

The following cases are **not** treated at Stéphanie Severs Psychology:

- Individuals under **18 years old**
- Autism spectrum disorders
- Psychotic disorders
- Eating disorders
- Severe aggression
- Severe trauma
- Acute suicidality
- Serious neurological conditions

For these cases, specialized treatment is recommended.

Important Notes:

- Clients in **crisis or emergency situations** should contact their **General Practitioner (GP)** or **call 112** immediately.
- For **suicide prevention**, you can reach out to **113** or visit their [website](#).
- If a client develops **suicidal thoughts** during treatment, sessions will be discontinued, and they will be advised to seek immediate support from their **GP**.

Article 7. Reporting of Domestic Violence and Child Abuse

In cases of suspected **physical, psychological, or sexual violence and neglect**, Stéphanie Severs Psychology follows the **5-step protocol** outlined in the **Meldcode Huiselijk Geweld en Kindermishandeling**, as mandated by:

- **Ministry of Health, Welfare, and Sport (VWS)**
- **Ministry of Justice and Security**

