

General terms and conditions of 'van ver trouwen'

These general terms and conditions apply to all agreements with and work performed by Jacomien Valk-Zevenbergen of 'van ver trouwen', wedding officiant.

In these general terms and conditions is understood by:

- van ver trouwen: the company of Jacomien Valk-Zevenbergen, in which Jacomien Valk-Zevenbergen is active as a wedding officiant and in this role, takes care of the (wedding) ceremony. Where is mentioned 'van ver trouwen' you may also read 'Jacomien Valk-Zevenbergen' and vice versa;
- client: any natural person who has entered into or wishes to conclude an agreement with 'van ver trouwen';
- agreement: any agreement of van 'van ver trouwen', accepted by the client, or any assignment provided by the client to 'van ver trouwen' and accepted by the latter;
- services: as part of the agreement between 'van ver trouwen' and client, work performed by Jacomien Valk-Zevenbergen of 'van ver trouwen'.

Realization of the agreement

An agreement between the client and 'van ver trouwen' is considered firm after signing the agreement. By signing the agreement, the client also agrees to the general terms and conditions of 'van ver trouwen'.

Payment

Prices of 'van ver trouwen' include VAT but exclude travel costs and other, if any, additional costs. Such costs will be communicated on time. 50% of the total amount of the agreement will be paid within 14 days after the date of the agreement to the bank account designated by 'van ver trouwen'. No later than two weeks before the wedding date, the bridal couple must pay the remaining amount to 'van ver trouwen'.

If the client does not pay within the set term or has not paid within two weeks before the wedding date, he / she is legally in default and 'van ver trouwen' can charge the legal interest from that date. Moreover, in such a case 'van ver trouwen' is entitled to dissolve the agreement.

Illness and force majeure

The client cannot demand for a compensation for damage or losses if 'van ver trouwen' cannot fulfill its obligations due to matters that can be considered as a force majeure. Under 'force majeure' falls any form of shortcoming that cannot be attributed to 'van ver trouwen'. This can be the case by illness of Jacomien Valk-Zevenbergen or traffic jams, other traffic delays / cancellations, negative travel advice etc.

In such a case of force majeure, 'van ver trouwen' will search in her network for possible replacement in consultation with the client. If it isn't possible to find such a replacement, the payment of the client will be returned.

Liability

'van ver trouwen' is not liable for any damage that may arise for the client or for third parties as a result of the services provided by 'van ver trouwen', unless there is intent or gross negligence on the part of 'van ver trouwen'.

The compensation to be paid by 'van ver trouwen' due to an attributable shortcoming in the execution of the agreement, will in any case not exceed the amount of the agreement between 'van ver trouwen' and client (including VAT).

Cancellation

In the case of cancellation of the order by the client, the following costs will be charged by 'van ver trouwen':

In case of cancellation up to 30 days before the start of the (wedding) ceremony 30% of the total amount.

In case of cancellation in the last 14 days before the (wedding) ceremony 50% of the total amount.

If canceled in the last 7 days before the (wedding) ceremony 75%.

The cancellation must be made in writing by registered letter.

Dissolution

The agreement ends with immediate effect and without judicial intervention in the following situations:

- When moving the wedding location, where this movement results in disproportionate travel time for 'van ver trouwen';
- If the client is in default with the payment of his payment obligation or remains in default;

- If the client applies for a suspension of payment, his bankruptcy is applied for, the client loses the free disposal of his assets or income in whole or in part, or if any part of his possessions is seized.

In the above mentioned situations, 'van ver trouwen' is entitled to demand reimbursement of already incurred costs and / or compensation from the client.

The agreement also ends with immediate effect and without judicial intervention in case of:

- Bankruptcy or suspension of payment of 'van ver trouwen'.
- Strike of business activities of 'van ver trouwen'.
- Death of the wedding official of 'van ver trouwen'.

Privacy secrecy

'Van ver trouwen' is obliged to keep confidential all confidential information that it has obtained from any source in the context of this agreement. 'Van ver trouwen' handles carefully with such data. These will not be used for other purposes without the consent of the client.

Disputes

In the case of disputes, the parties first try to find a solution together. Mediation can be used if necessary. If the dispute persists, the parties shall submit the dispute to the competent court.

Location and modification conditions

These conditions have been filed at the Chamber of Commerce Southwest Netherlands. Applicable is always the version that applied at the time of the conclusion of the agreement with the client. In case of explanation of the content / scope of the general conditions, the Dutch text is always decisive. For agreements concluded with 'van ver trouwen' Dutch law applies.

van ver trouwen
Roelandsweg 4
4325 CR RENESSE
The Netherlands
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www.vanvertrouwen.nl
CCI number 55801633

Complaints regulation 'van ver trouwen'

'van ver trouwen' strives to provide everyone with a fantastic day. Nevertheless, the client may be dissatisfied with the performance or services of 'van ver trouwen'. If the client has a complaint, we ask you to let us know as soon as possible in writing. When doing the complaint, the nature of this must be clearly defined. This gives 'van ver trouwen' the opportunity to solve the complaint as quickly as possible together with the client and to improve the services.

Complaints regarding work done by 'van ver trouwen' must be made known by the client in writing within 10 days of the agreement, or within 10 days after the circumstance underlying the complaint has become known to the client. When doing the complaint, the nature of this must be clearly defined.

Complaints with regard to the amount or the content of the invoices of 'van ver trouwen' must be made known in writing 10 days after receipt of the invoice in question, stating the reasons for the complaint. Complaints do not suspend the payment obligation.

Complaints can be addressed to:
van ver trouwen
attn. Jacomien Valk-Zevenbergen
Roelandsweg 4
4325 CR Renesse
The Netherlands