

## **General Terms and Conditions Animal's Faith B.V. (Liz Wolting) – 2025**

Company: Animal's Faith B.V., Ankerkade 158b, 6222 NM Maastricht

Chamber of Commerce (KvK): 53564588

Contact: [support@animalsfaithe.nl](mailto:support@animalsfaithe.nl)

### **Article 1: Registration and Payment**

#### **1. Digital Products & Memberships**

- By purchasing a membership, online course, masterclass, e-book, or other digital product, the customer enters into a binding agreement once payment has been completed.
- Memberships are personal and non-transferable. Payment in installments is only possible if explicitly offered at checkout or agreed in writing with Animal's Faith.
- In case of late or failed payment, access to the content may be suspended until full payment is received.

#### **2. In-Person Lessons & Courses**

- Registration can be made in writing, orally, or online. The agreement is binding once the course fee has been paid.
- Payment in installments is only possible if agreed upon with Animal's Faith before the course starts.
- In case of late payment, Animal's Faith may, after a reminder and deadline, exclude the participant from further participation. Collection costs are for the participant's account.

### **Article 2: Cancellation by Animal's Faith**

#### **1. Digital Products & Memberships**

- Animal's Faith strives to ensure continuous availability of digital content. In case of force majeure (e.g., technical disruptions, illness), access may be temporarily interrupted, or live sessions may be postponed.

#### **2. In-Person Lessons & Courses**

- A minimum number of participants may be required for a course to proceed. If canceled, Animal's Faith will notify participants at least 2 days before the start.
- In cases of force majeure within 2 days before the start, cancellation may still occur.
- In the event of cancellation, Animal's Faith will offer a substitute course. If declined, already paid course fees will be refunded (without interest).

### **Article 3: Cancellation by the Participant**

#### **1. Digital Products & Memberships**

- Memberships run for one (1) year and cannot be canceled early. Customers may choose to pay the annual fee in installments if this option is offered. No refunds are provided for unused periods.

- For one-time purchases (courses, masterclasses, or e-books), cancellation after purchase is not possible because access is granted immediately.
- By purchasing a digital product (including masterclasses, online courses, or memberships), the customer explicitly agrees to immediate access to the digital content.
- The customer hereby expressly acknowledges and agrees that, by giving consent to immediate delivery, the statutory right of withdrawal ("herroepingsrecht") as referred to in Article 6:230p sub d of the Dutch Civil Code expires.
- Before completing payment, the customer must confirm (via checkbox) that they consent to immediate access and waive their right of withdrawal. Without this confirmation, the purchase cannot be finalized.
- This waiver will also be confirmed in the order confirmation email, stating that direct access has been granted and that the right of withdrawal has lapsed.
- If the customer has opened the confirmation email, logged in to the digital environment, or accessed any part of the purchased content, Animal's Faith may reasonably assume that the service has begun and that no right of withdrawal applies.

## 2. In-Person Lessons & Courses

- Cancellation more than 2 weeks before the start: full refund.
- Cancellation within 2 weeks before the start or later: 100% of the course fee is due.
- Missed lessons (due to illness, vacation, or other reasons) are not refunded, nor is Animal's Faith obliged to provide substitute lessons.
- If a participant discontinues a course in progress, no refund is given for remaining lessons.

## **Article 4: Exclusion from Participation**

### 1. Digital Products & Memberships

- Animal's Faith reserves the right to revoke access if the customer engages in unlawful use, shares login details, or behaves disruptively within the community. No refund will be provided.

### 2. In-Person Lessons & Courses

- Participants (including their dog(s)) who cause such nuisance that proper execution of the course is hindered may be excluded without refund.

## **Article 5: Liability of Animal's Faith**

1. Animal's Faith is not liable for damages resulting from the use—or inability to use—its digital or in-person services, unless caused by intent or gross negligence.
2. The educational information provided cannot guarantee specific results; application of the knowledge is the responsibility of the participant.
3. Apparent errors, price mistakes, or misprints in offers do not bind Animal's Faith.

## **Article 6: Liability of the Participant**

1. The participant is liable for all damages caused by themselves, their visitors, or their dog(s) to third parties, property, or Animal's Faith's facilities.
2. Animal's Faith advises participants to obtain adequate liability insurance.
3. In cases of misuse of digital content (copying, reselling, or unauthorized distribution), the

participant is liable for all resulting damages.

### **Article 7: Intellectual Property**

1. All content (digital lessons, e-books, videos, course materials) remains the intellectual property of Animal's Faith or its licensors.
2. Customers receive only a personal, non-transferable license. Any reproduction, distribution, or public sharing without written consent is prohibited.

### **Article 8: Final Provisions**

1. Dutch law applies to all agreements with Animal's Faith.
2. Any disputes will be submitted to the competent court in Maastricht, the Netherlands, unless mandatory law prescribes otherwise.

### **Article 9: Privacy and Data Protection**

1. Animal's Faith processes personal data in accordance with the General Data Protection Regulation (GDPR).
2. Personal data (such as name, address, email, and payment details) are collected solely for the purpose of delivering services, processing payments, and providing customer support.
3. Personal data will not be shared with third parties unless necessary for the execution of the agreement (e.g., payment providers, hosting services) or if legally required.
4. Customers have the right to access, correct, or request deletion of their personal data. Requests can be made via [support@animalsfaith.nl](mailto:support@animalsfaith.nl).
5. Animal's Faith takes appropriate technical and organizational measures to secure personal data against loss, misuse, or unauthorized access.
6. For more details, please refer to the Privacy Policy published on our website.