# Terms & Conditions

*LEKANTEM | Personal coaching and consulting*

Effective date: 12 October 2026

## 1. Business details

These Terms & Conditions apply to individual coaching and consulting services provided by Olga Avdeeva, trading as Lekantem, a sole proprietorship registered in the Netherlands (KVK: 42182161; VAT ID: NL005561830B65). Contact: lekantem.mail@gmail.com. Business address: De Nieuwe Erven 3, Unit 15310, 5431 NV Cuijk, Netherlands.

## 2. Services and agreement

Lekantem provides non-medical coaching and consulting services as described on its website or in an individual offer. The scope, duration, format, fee and any package-specific arrangements are agreed before purchase. An introductory call does not oblige either party to enter into a paid agreement. A binding agreement is formed when the client accepts an offer or booking with a clear payment obligation and Lekantem confirms it.

## 3. Fees and payment

Prices are communicated before booking, including applicable taxes or a clear statement of any tax exemption. Unless otherwise agreed, payment is due by the date stated on the invoice or payment request. Any payment processing charges disclosed before purchase are payable as stated in the offer. Lekantem may pause future sessions if an undisputed invoice remains overdue, after giving reasonable notice and an opportunity to pay. Statutory rules on late payment and debt collection apply.

## 4. Cancellation, rescheduling and no-shows

A client may cancel or reschedule an individual session without charge by notifying Lekantem at least 24 hours before its scheduled start. If the client cancels or requests a change less than 24 hours before the start, the full session fee may be charged. If the client does not attend, the full session fee may be charged. These rules do not limit mandatory consumer rights, including the statutory right of withdrawal described below, or remedies required by law. If Lekantem must cancel a session, the client may choose a replacement appointment or a refund for the affected session.

## 5. Statutory right of withdrawal for distance contracts

Where the client is a consumer and the agreement is concluded at a distance (for example, online), the client generally has 14 days from conclusion of the service contract to withdraw without giving a reason. To withdraw, the client may send an unambiguous statement to lekantem.mail@gmail.com before the period expires; the model withdrawal form below may be used but is not compulsory. Lekantem will reimburse payments due under applicable law within 14 days after receiving the

withdrawal notice, using the original payment method unless otherwise agreed. If the client expressly requests that services begin during the withdrawal period, the client may have to pay a proportionate amount for services already delivered before withdrawal. The right of withdrawal is lost after full performance of the service only if the consumer gave the legally required prior express consent/request and acknowledgment. The 24-hour cancellation rule does not replace these statutory rights.

## 6. Ending a coaching engagement

Either party may request to end ongoing cooperation by written notice. Any prepaid but undelivered services will be addressed according to the agreed package terms and mandatory consumer law; fees for services already delivered remain payable where lawful. If a package is offered, its duration, expiry, cancellation and refund arrangements will be disclosed before purchase.

## 7. Confidentiality and personal data

Lekantem treats information shared in coaching sessions as confidential, except where disclosure is required by law or another lawful exception applies. Confidentiality does not prevent a client from seeking independent professional advice. Personal data is handled as described in the Lekantem Privacy Policy. Sessions are not routinely recorded; any recording requires a separate arrangement and appropriate consent or other lawful basis.

## 8. Nature and limits of coaching

Coaching supports reflection, decision-making and personal or professional development. It is not medical care, psychotherapy, diagnosis or crisis support. Lekantem does not promise any particular outcome. Clients remain responsible for their own decisions and should seek qualified healthcare or other specialist support when needed.

## 9. Liability

Lekantem will perform services with reasonable care and skill. Nothing in these Terms excludes or restricts liability that cannot lawfully be excluded or limits mandatory consumer remedies. Any other limitation of liability applies only to the extent permitted by Dutch law.

## 10. Complaints and governing law

Clients may submit questions or complaints to lekantem.mail@gmail.com. Lekantem will acknowledge and seek to resolve complaints within a reasonable time. Dutch law governs these Terms, without depriving consumers of mandatory protections applicable in their country of habitual residence. Disputes may be brought before a court competent under applicable consumer and jurisdiction rules.

## 11. Changes to these Terms

The version provided or made available when an agreement is concluded applies to that agreement, unless the parties validly agree otherwise. Lekantem may update the website version for future agreements.

## Model withdrawal form (optional)

To: Olga Avdeeva, trading as Lekantem, De Nieuwe Erven 3, Unit 15310, 5431 NV Cuijk, Netherlands, lekantem.mail@gmail.com

I hereby notify you that I withdraw from my contract for the provision of the following service: _____.

Ordered on: _____

Consumer name: _____

Consumer address: _____

Date: _____