General Terms and Conditions The Freedom Explorer

Version: 22 August 2026 – N.B. This English translation was made with the assistance of ChatGPT (OpenAI) and is provided for convenience. In case of any discrepancies between the text on the website and the downloadable PDF, the PDF shall prevail. In case of any discrepancies between the Dutch version and a translation, the Dutch version shall prevail, to the extent permitted by applicable law.

Article 1. Definitions

In these General Terms and Conditions, the following terms have the meanings set out below:

***The Freedom Explorer*:** the sole proprietorship of Corijanne Slappendel, registered with the Dutch Chamber of Commerce under number 95251197 and with VAT identification number NL005141036B40.

***Customer*:** any natural person or legal entity who purchases or wishes to purchase a product or service from The Freedom Explorer, or who enters into an Agreement with The Freedom Explorer in relation to such a product or service. In these General Terms and Conditions, the Customer is also referred to as “you” or “your”.

***Client*:** a Customer who receives Personal Guidance from The Freedom Explorer, for example during an individual Session, Journey session or Programme.

***Consumer*:** a Customer who, as a natural person, acts for purposes outside their trade, business, craft or profession.

***Business Customer*:** a Customer who acts in the course of a trade, business or profession.

***Offer*:** any offer made by The Freedom Explorer for a product or Service, as stated on the Website, a sales or booking page, in a quotation or in other Written communication.

***Agreement*:** the agreement between you and The Freedom Explorer under which The Freedom Explorer supplies a product or Service and, where the Offer is paid, you pay the agreed price.

***Service*:** any form of service provided by The Freedom Explorer, including Personal Guidance, a Session, a Journey session, a Programme, a live training, workshop, webinar, live guided visualisation or another agreed form of guidance or content-related service.

***Session*:** an individual appointment between a Client and The Freedom Explorer for personal, content-related or experiential guidance.

***Programme*:** an agreed form of Personal Guidance consisting of multiple Sessions and, where applicable, other components described in advance, offered over a specified period.

***Explorer Moment*:** the free online introduction to the way The Freedom Explorer works, as described on the Website at the time of booking.

***Digital Product*:** digital content supplied digitally, including audio, a guided visualisation, video, PDF, workbook, download or a combination of these.

***Online Training*:** educational or experiential content supplied digitally, which may consist of one or more components and can be followed independently. If an Online Training also includes a live component, that live component is treated as a Service for the purposes of these General Terms and Conditions.

***Website*:** the website or websites operated by The Freedom Explorer, including www.thefreedomexplorer.nl, and the pages within that website or those websites on which information about products and Services is provided or on which they can be ordered or booked.

***Booking and Payment Environment*:** the online system used to process an order, booking or payment for a product or Service of The Freedom Explorer.

***Written*:** communication by email or another digital communication method used by The Freedom Explorer and the Customer, where the content can be accessed afterwards.

***Force Majeure*:** a circumstance beyond the reasonable control of The Freedom Explorer or the Customer that means the party affected cannot reasonably perform their obligations under the Agreement, or cannot do so on time, while the cause and consequences of that circumstance cannot objectively be attributed to that party.

Article 2. Applicability and Agreement

2.1 These General Terms and Conditions apply to every Offer made by The Freedom Explorer and every Agreement between The Freedom Explorer and a Customer to which these General Terms and Conditions have been declared applicable.

2.2 An Agreement is formed as soon as The Freedom Explorer has confirmed your order, booking or acceptance of an Offer, or as soon as it is otherwise clear that The Freedom Explorer has accepted your instruction.

2.3 For an online order or booking, you will receive confirmation electronically at the email address you provided or through the order or booking system used.

2.4 Only additional or differing arrangements concerning a product or Service that have been recorded in Writing take precedence over these General Terms and Conditions. All other provisions of these General Terms and Conditions remain fully applicable.

2.5 General terms and conditions of a Business Customer apply only if The Freedom Explorer has agreed to them in Writing in advance.

2.6 If any provision of these General Terms and Conditions is void, is annulled or cannot be applied for any other reason, the remaining provisions continue to apply. To the extent legally possible, The Freedom Explorer and the Customer will seek a replacement arrangement that reflects the purpose of the original provision as closely as possible.

2.7 Dutch law applies to every Agreement with The Freedom Explorer and to these General Terms and Conditions, even if the Customer lives or is established outside the Netherlands.

2.8 If you are a Consumer living outside the Netherlands and mandatory statutory rules entitle you to protection from which no contractual derogation is permitted, that protection remains fully applicable.

Article 3. Offers, Prices and Payment

3.1 The Offer states what the product or Service includes, the applicable price and, where relevant, any specific conditions, duration or payment arrangements.

3.2 In an Offer to Consumers, the total price is stated including the applicable VAT and any other mandatory charges. In the order or booking system, the price may technically be made up of an amount excluding VAT and VAT calculated separately.

3.3 The price applicable at the time the Agreement is formed remains applicable to that Agreement, unless The Freedom Explorer and the Customer agree otherwise in Writing. A subsequent change in prices does not affect Agreements already entered into.

3.4 The Freedom Explorer may change its prices and Offers for future Agreements. No rights in relation to a new, renewed or subsequent Agreement can be derived from previous prices, offers or discounts.

3.5 Payment is made in the manner and within the period stated in the Offer, during the order or booking process or on the invoice. If advance payment forms part of the Offer, The Freedom Explorer is not required to make the product or Service available or perform it until payment has been received.

3.6 For a Programme or package consisting of multiple Sessions, payment by instalments may be agreed on request. A higher total price may apply to payment by instalments. The total price when paying by instalments, the number of instalments, the amount of each instalment and the payment dates will be clearly stated before the Agreement is entered into. Instalments are paid during the period in which the Programme or package is carried out, in each case before the period to which the instalment relates.

3.7 If a payment is not received on time, The Freedom Explorer may suspend Services not yet provided or components of the Offer not yet made available until the amount due has been received, to the extent permitted by law.

3.8 If a Consumer does not pay on time, they will first receive a payment reminder and the period required by law to make payment without collection costs. If payment is still not made after that period, The Freedom Explorer may charge statutory interest and extrajudicial collection costs to the extent permitted by law.

3.9 If a Business Customer does not pay on time, The Freedom Explorer may charge the applicable statutory commercial interest and extrajudicial collection costs from the moment the Business Customer is in default, to the extent permitted by law.

3.10 An obvious error in a stated price, such as a clear typographical or data-entry error where the Customer could reasonably have understood that the price could not be correct, is not binding on The Freedom Explorer.

Article 4. Digital Products and Online Training

4.1 Digital Products and Online Training are supplied, for example, via a download link, a personal access page or an online learning environment.

4.2 If a particular access period applies to a Digital Product or Online Training, this will be clearly stated before purchase. Where digital content is supplied as a download, the Customer may save the file for their own use after delivery. Where possible, a previously purchased Digital Product may be resent at the Customer's request.

4.3 You are responsible for having a suitable internet connection, equipment and software required to use the Digital Product or Online Training, insofar as these requirements could reasonably be known. If specific technical requirements apply, The Freedom Explorer will state these in advance.

4.4 If a Digital Product or Online Training does not work as you may reasonably expect on the basis of the Offer, please inform The Freedom Explorer as soon as possible so that The Freedom Explorer has the opportunity to resolve the problem

within a reasonable period, for example by restoring access or making the digital file available again.

4.5 The Freedom Explorer may improve or update Digital Products and Online Training. Minor improvements or updates may be made within the existing version. A substantially expanded or renewed version may be released as a new Offer. The Freedom Explorer may offer Customers who purchased an earlier version an appropriate opportunity to move to the new version on more favourable terms. Any changes are without prejudice to Consumers' statutory rights in relation to the version already purchased.

4.6 The provisions of this article are without prejudice to Consumers' statutory rights in relation to digital content and digital services.

Article 5. Personal Guidance

5.1 Personal Guidance may consist of a single Session, a Journey session, a Programme or another individually agreed form of guidance. What is included in a specific Service is set out in the Offer or in a Written agreement.

5.2 The content of a Session is tailored to the Client's question and to what arises during the guidance. The Freedom Explorer may use various appropriate content-related or experiential methods, including conversation, coaching, visualisation, Journey processes and interventions from Effortless Coaching.

5.3 The Freedom Explorer guides the Client with due care and to the best of her knowledge and ability. The Freedom Explorer is required to use reasonable efforts, rather than to achieve a particular result. A specific result or outcome of a Session or Programme cannot be guaranteed.

5.4 The Client remains responsible for their own choices, decisions and actions, both during and after the guidance. The Freedom Explorer does not assume this responsibility and does not provide ready-made answers or solutions. The guidance is intended to help the Client investigate, experience and discern for themselves what is right for them.

5.5 The Client provides the information and details required for the Agreement and guidance truthfully and as completely as possible. The Client understands that missing or incorrect information may hinder or delay the administrative processing or performance of the Agreement and that incomplete information may affect the guidance.

5.6 Personal Guidance by The Freedom Explorer is not medical, psychological or psychiatric treatment and is not intended to diagnose or treat physical or mental health conditions. Where symptoms or circumstances require such professional

care, the Client remains responsible for seeking assistance from an appropriately qualified healthcare professional.

5.7 If, during the guidance, The Freedom Explorer concludes that the Client's question falls outside her expertise or the scope within which she can responsibly provide guidance, she may discuss this with the Client and advise them to seek other or additional professional support.

5.8 Aftercare, contact between Sessions or additional guidance outside the agreed Sessions is included only where this is stated in the relevant Offer or has been agreed in Writing between The Freedom Explorer and the Client.

Article 6. Explorer Moment

6.1 The Explorer Moment is a free and non-binding online introduction to The Freedom Explorer and the way she works. It lasts approximately 45 minutes.

6.2 The Explorer Moment is experiential. It may include a short check-in, a guided visualisation, space to reflect on what emerges and an opportunity to ask questions about the way The Freedom Explorer works. The exact content is tailored to what is appropriate at that moment.

6.3 The Explorer Moment is not a full coaching Session and is not intended to resolve a personal issue in a single meeting. It gives you the opportunity to get to know The Freedom Explorer personally, experience the way she works and explore whether it is a good fit for you.

6.4 After the Explorer Moment, you may discuss whether a next step would be appropriate. You are under no obligation to purchase a product, Session or Programme. The outcome may be yes, no or not yet.

6.5 During or after the Explorer Moment, The Freedom Explorer may mention an appropriate next step or Offer. The Freedom Explorer may also make this Offer in Writing after the Explorer Moment or follow up on it in Writing. You are free to accept or decline it.

Article 7. Right of Withdrawal

7.1 If you, as a Consumer, enter into a distance Agreement with The Freedom Explorer, you generally have a 14-day withdrawal period. During this period, you may withdraw from the Agreement without giving any reason. For Services and digital content not supplied on a tangible medium, the withdrawal period ends 14 days after the day on which the Agreement was entered into.

7.2 If you wish to exercise your right of withdrawal, you must clearly inform The Freedom Explorer within the withdrawal period. You can use the online withdrawal function on the Right of Withdrawal and Cooling-off Period page, use the model withdrawal form, or, for example, inform The Freedom Explorer by email that you wish to withdraw from the Agreement. Use of the model withdrawal form is not mandatory.

7.3 For Digital Products and the digital components of Online Training, you may choose to receive immediate access. If, before purchase, you expressly consent to the supply of that digital content during the withdrawal period and declare that your right of withdrawal will lapse as soon as you start downloading, playing or otherwise using that digital content, your right of withdrawal for that digital content lapses from that moment. This consent and declaration will be recorded in the confirmation of your purchase.

7.4 If you want a Service to begin within 14 days after entering into the Agreement, this may take place at your express request. If you then exercise your right of withdrawal during the withdrawal period while the Service has not yet been fully performed, you remain liable to pay a proportionate amount for the part already performed at your request.

7.5 If, at your express request, a Service has been fully performed during the withdrawal period and you declared in advance that your right of withdrawal would lapse once the Service had been fully performed, you can no longer exercise the right of withdrawal in relation to that Service.

7.6 If you validly withdraw during the withdrawal period, The Freedom Explorer will refund the amounts received in relation to the Agreement as soon as possible and no later than 14 days after receiving notice of withdrawal. In the case of a Service, the proportionate amount referred to in Article 7.4 may be deducted. For digital content where the right of withdrawal has not validly lapsed, the amount paid will be refunded. After withdrawal, you may no longer use the digital content or share it with others.

Article 8. Rescheduling and Cancelling Appointments

8.1 The right of withdrawal under Article 7 remains fully applicable. A scheduled appointment may be rescheduled or cancelled free of charge up to 24 hours before the agreed start time. Please contact The Freedom Explorer as soon as possible.

8.2 If you cancel a paid appointment less than 24 hours in advance or do not attend the appointment, the fee for the appointment remains due, unless the

released time slot can still be filled. In the case of a Session within a Programme or package consisting of multiple Sessions, that Session will then be treated as used. This does not apply in the event of Force Majeure as referred to in Article 8.4.

8.3 If you cannot attend your free Explorer Moment, please let The Freedom Explorer know as soon as possible. If you cancel within 24 hours, do not attend, or arrive so late that the Explorer Moment can no longer take place properly, it may be rescheduled once. After that, the Explorer Moment expires, unless there was Force Majeure.

8.4 If Force Majeure prevents you from attending a paid appointment, cancelling it in time, or means you miss an appointment without cancelling, please contact The Freedom Explorer as soon as possible. In the event of Force Majeure, The Freedom Explorer and the Client will reasonably seek an appropriate solution.

8.5 If The Freedom Explorer needs to reschedule an appointment, a new time will be arranged in consultation with you. If The Freedom Explorer is ultimately unable to provide a paid appointment and no replacement is possible, the amount paid for that appointment will be refunded.

8.6 If you arrive late, the appointment will in principle end at the originally agreed end time. The Freedom Explorer may extend the appointment if there is sufficient availability, but is not required to do so.

Article 9. Complaints and Termination

9.1 If you are not satisfied with a product, Service or the guidance provided by The Freedom Explorer, please let The Freedom Explorer know as soon as possible. The Freedom Explorer will try to find an appropriate solution together with you.

9.2 If discussing your dissatisfaction does not lead to an appropriate solution, you may submit a complaint in Writing via info@thefreedomexplorer.nl. Please describe the complaint as clearly as possible. The Freedom Explorer will generally respond within 14 days. During holidays, illness or other periods of absence, a response may take longer. The complaint will be dealt with as soon as possible after her return.

9.3 If, during a Programme, the Client or The Freedom Explorer notices that the guidance is no longer appropriate, this will, where possible, first be discussed together. They will consider whether an appropriate solution is possible, for example temporarily pausing or adjusting the Programme. The Client may terminate the Programme early and is not required to first make use of any such possible solution. On termination, the Client will notify The Freedom Explorer. At the other party's request, oral notice will be confirmed in Writing within a reasonable period.

9.4 The Freedom Explorer may terminate the guidance or Agreement by Written notice to the Client where there is a compelling reason to do so, for example where the Client repeatedly fails to comply with agreed arrangements or does not respond for an extended period to reasonable attempts at contact, as a result of which the working relationship can no longer reasonably continue. Where possible, this will first be discussed with the Client and, where possible, the Client will be given an opportunity to change the situation.

9.5 In the event of sudden threatening, intimidating, aggressive conduct, serious boundary violations, or where the safety of The Freedom Explorer is immediately at risk, The Freedom Explorer may suspend or terminate the guidance immediately. Prior consultation or a warning is not required in such a case. The Client will be informed of the suspension or termination in Writing as soon as possible.

9.6 The right of withdrawal under Article 7 remains fully applicable. If a Programme is terminated early, a reasonable fee will be calculated for the part already performed. Account will be taken of the work already carried out, the benefit the Client has received from it and the reason for termination. Any remaining amount paid in advance will be refunded. For other prepaid Services, the amount for the part already performed will be charged and the amount for the part not yet performed will be refunded.

Article 10. Intellectual Property

10.1 The intellectual property rights in materials and content developed by The Freedom Explorer, including texts, audio, video, visualisations, exercises, workbooks, images, training materials and the specific expression of its own methods and ways of working, remain with The Freedom Explorer. Rights in materials, methods and other content belonging to third parties remain with the relevant rights holder.

10.2 Purchasing a product or Service gives you only the right to use the materials made available with it for your own use, unless otherwise agreed in Writing.

10.3 You may save and use materials from The Freedom Explorer for your own use. Without prior Written permission, you may not share these materials with others, distribute them, make them public, resell them, use them commercially or otherwise make them available to third parties.

10.4 Personal access to a Digital Product or Online Training is intended solely for the Customer who purchased the product or training. Login details, access codes, files and other forms of personal access may not be shared with others.

Article 11. Liability

11.1 The liability of The Freedom Explorer is determined in accordance with the applicable statutory rules.

11.2 In relation to Consumers, the liability of The Freedom Explorer is not excluded or limited beyond what is permitted by law. Consumers' statutory rights remain fully applicable.

11.3 In relation to Business Customers, The Freedom Explorer is liable only for direct loss resulting from an attributable failure to perform. Liability for indirect loss, such as consequential loss, loss of income, loss of savings or loss of data, is excluded.

11.4 The total liability of The Freedom Explorer towards a Business Customer is limited to the amount paid under the relevant Agreement.

11.5 The limitations in Articles 11.3 and 11.4 do not apply where liability may not be excluded or limited by law, including in any event loss resulting from intentional misconduct or deliberate recklessness on the part of The Freedom Explorer.

Article 12. Force Majeure

12.1 If Force Majeure temporarily prevents The Freedom Explorer from performing an obligation under the Agreement, that obligation is suspended for as long as the Force Majeure continues.

12.2 If Force Majeure affects The Freedom Explorer or the Customer, the affected party will inform the other party as soon as possible if this has consequences for the performance of the Agreement. At the other party's request, an oral notification will be confirmed in Writing within a reasonable period. Where possible, the parties will seek an appropriate solution together, for example postponement, a temporary pause or another method of performance.

12.3 If the Force Majeure lasts so long or has such consequences that continuation of the Agreement is no longer reasonably possible or appropriate, the Agreement may be terminated in respect of the part not yet performed. The part already performed remains payable. If a Programme is terminated due to Force Majeure, the part already performed will be calculated proportionately in relation to the total Programme price. Any amount paid in advance for the part not yet performed will be refunded.

Article 13. Confidentiality and Non-disclosure

13.1 Everything discussed between The Freedom Explorer and the Client during Personal Guidance will be treated confidentially and will not be shared with others without the Client's permission.

13.2 If the Client gives The Freedom Explorer permission to share certain information with others, that permission applies only to the information and purpose for which it was given.

13.3 The Freedom Explorer may share information without the Client's permission where she is legally required to do so, or where this is necessary and permitted under applicable law and regulations to help prevent serious and immediate danger to the Client or another person. No more information will be shared than is reasonably necessary.

13.4 The confidentiality obligation in this article does not apply to information that was already publicly known, for example because the Client shared it publicly, or that The Freedom Explorer can demonstrate she obtained lawfully from another source.

Article 14. Amendments to the General Terms and Conditions

14.1 The Freedom Explorer may amend these General Terms and Conditions. The amended General Terms and Conditions apply to new Agreements from the moment they are published or otherwise made available to the Customer.

14.2 For an ongoing Agreement, the General Terms and Conditions that applied when that Agreement was entered into remain applicable, unless The Freedom Explorer and the Customer agree otherwise in Writing or mandatory laws or regulations directly provide otherwise.

14.3 If an amendment required by laws or regulations also affects an ongoing Agreement, The Freedom Explorer will inform the Customer to the extent reasonably necessary.

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