

## General Terms and Conditions

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### Article 1 - Definitions

- **Agreement:** an agreement, including a distance agreement, between Lead a normal life and a consumer or client regarding the provision / purchase of a session, program or (in-company) training.
- **Cancellation:** the cancellation of the session, program or training by the participant or the client.
- **Client:** any company/institution that purchases an (incompany) session, program or training for one or more participants.
- **Consumer:** (i) any individual or (ii) any company/institution that places an order through the Lead a normal life website.
- **Day:** calendar day.
- **Distance agreement:** an agreement which is established in such a way that exclusive use is made of one or more techniques for distance communication within the meaning of Article 6:230g of the Dutch Civil Code.
- **Durable data carrier:** any means that enables the consumer, participant, client, or Lead a normal life to store information addressed to him personally in a way that allows future consultation and unaltered reproduction of the stored information.

- **General Terms and Conditions:** the present General Terms and Conditions of Lead a normal life.
- **Incompany Training:** a training organized by Lead a normal life on behalf of the client, with a private character for a group of participants to be designated by the client.
- **Lead a Normal Life:** the company and owners of Lead a normal life, who offer educational products and services (at a distance) to consumers, participants and clients.
- **Online sessions:** (i) all sessions of Lead a normal life that the company provides via an online platform to the consumer or participant for the duration as stated on the website of Lead a normal life or (ii) all live sessions that Lead a normal life holds online for participants.
- **Participant:** the person who will actually attend the session, program, or training and buys/pays this themselves (consumer) or attends via their work/company (client).
- **Price:** the total price of the product, session, program, or training, including all additional costs and taxes, as stated on the Lead a normal life website, or established in a mutual agreement.
- **Program:** a program consisting of multiple sessions. These are spread over a period of several months.
- **Reflection period:** the period within which the consumer, participant, or client can exercise his right of withdrawal.
- **Right of Withdrawal:** the possibility for the consumer, participant, or client to waive the agreement (at a distance) within the cooling-off period.
- **Session:** a healing session or coaching session, these sessions can be purchased separately.
- **Start date:** the first meeting of the program or training. In the case of e-Learning, "Start Date" means the moment when access is provided to the educational materials offered electronically.
- **Technology for distance communication:** (i) means that can be used for concluding an agreement, without the consumer, participant or client, and Lead a normal life having to come together simultaneously in the same room. (ii) Means that Lead a normal life can use to offer and hold online (live) sessions.
- **Training:** a training organized by Lead a normal life, consisting of different modules. The modules contain healing, knowledge, and coaching, and are spread over a period of several years.
- **Website:** the website of Lead a normal life: <https://leadanormallife.com/en>

## Article 2 - Identity of the Company/ Entrepreneur

Lead a normal life  
Astrid van Pluuren

Rectoria de Linya SN

25286 Navès, Lleida, España

Phone number: +31614668681, available Mon-Fri from 8:30 am to 5:00 pm

E-mail address: [info@leadanormallife.com](mailto:info@leadanormallife.com)

N.I.F. Z1196345M

EU intra-community delivery: ESZ1196345M

### **Article 3 - Applicability**

- These General Terms and Conditions apply to all quotations, services, offers and agreements, and every offer, by whatever name, of Lead a normal life and to every agreement (at a distance) and orders made between Lead a normal life and consumer, participant, or client. These General Terms and Conditions also apply to subsequent agreements resulting from a previous agreement between the parties. Even if the applicability is not explicitly agreed upon again. Of "successive agreements" is in any case in the case of the performance of additional work or follow-up orders.
- Unilateral purchase/supply conditions declared applicable by the client to Lead a normal life are in no way accepted by Lead a normal life.
- These General Terms and Conditions can be consulted by the consumer, participant, or client via Lead a normal life's website: <https://leadanormallife.com/en/contact/>
- If one or more provisions in these terms and conditions are at any time wholly or partially void or destroyed, the agreement and these terms and conditions will remain in force for the rest and the provision in question will be replaced by mutual agreement without delay with a provision that approximates the scope of the original as closely as possible.
- Situations not provided for in the General Terms and Conditions must be assessed 'in the spirit' of these General Terms and Conditions.
- Uncertainties about the interpretation or content of one or more provisions of our Terms and Conditions must be interpreted 'in the spirit' of these General Terms and Conditions.

### **Article 4 - The offer**

- If an offer has a limited period of validity or is made subject to conditions, this will be expressly stated in the offer.
- The offer is without obligation. Lead a normal life is entitled to change and adapt the offer.
- The offer contains a complete and accurate description of the products and/or services offered. The description is sufficiently detailed to enable a proper assessment of the offer by the consumer, participant, or client. If Lead a normal life uses images these

are a true representation of the products and/or services offered. Obvious mistakes or obvious errors in the offer do not bind Lead a normal life.

- All images, specifications in the offer are indicative and cannot be a reason for compensation or dissolution of the agreement.
- Images accompanying products are a true representation of the products offered. Lead a normal life cannot guarantee that the displayed colors exactly match the real colors of the products.
- Each offer contains such information that it is clear to the consumer, participant or, client what rights and obligations are attached to the acceptance of the offer. This concerns in particular:
  - the price including taxes;
  - the possible costs of one-time delivery;
  - the way in which the agreement will be concluded and what actions are required for this;
  - whether or not the right of withdrawal is applicable;
  - the method of payment, delivery, and performance of the agreement;
  - the period for acceptance of the offer, or the period within which Lead a normal life guarantees the price;
  - the amount of the rate of distance communication if the costs of using the technique for distance communication are calculated on a basis other than the regular basic rate for the means of communication used;
  - whether the agreement is archived after its conclusion, and if so in what way it can be consulted by the consumer;
  - the manner in which the consumer, before the conclusion of the agreement, can check the data provided by him in the context of the agreement and, if desired, restore them;
  - any languages other than English in which the agreement can be concluded;
  - the codes of conduct to which the trader is subject and the manner in which the consumer can consult these codes of conduct electronically; and
  - the minimum duration of the distance contract in case of an extended transaction.

#### **Article 5 - (Realization of the) agreement**

- Registration for an (online) (live) session or registration for a program or training takes place (i) through the registration process on the website (ii) by email, (iii) by WhatsApp or (iiii) by phone.
- The agreement is established when Lead a normal life accepts the application or registration and has confirmed it to the consumer, participant, or client.

- The distance agreement is established when the consumer, participant or client has purchased and paid for the product or service online.
- If the consumer, participant, or client has accepted the offer electronically, Lead a normal life confirms the order.
- If the agreement is concluded electronically, Lead a normal life shall take appropriate technical and organizational measures to protect the electronic transfer of data and shall ensure a secure web environment. If the consumer, participant or client can pay electronically, Lead a normal life will observe appropriate security measures.
- Lead a normal life can inform himself - within legal frameworks - whether the consumer, participant, or client can meet his payment obligations, as well as all those facts and factors that are important for a responsible conclusion of the distance contract. If, on the basis of this investigation, Lead a normal life has good grounds not to enter into the agreement, he is entitled to refuse an order or application or to attach special conditions to the implementation, giving reasons.
- Lead a normal life can assess whether the consumer, participant, or client is capable of successfully completing the session, program or training and is on this basis entitled to refuse participation or terminate it prematurely, giving reasons.

## **Article 6 - Execution and delivery**

- Lead a normal life is entitled to:
  - change a program or training course in the interim, for reasons of qualitative improvement.
  - change the format of a program or training in terms of place and time.
  - change the delivery of the program or training from physical to digital or a combination of both.
  - cancel a program or training, or start time in case of insufficient applications, or not accept new applications for an existing training. Registered participants will be notified accordingly.
  - reduce the number of meetings of a program or training.
- Lead a normal life will take the greatest possible care when receiving and executing orders for products and when assessing requests for the provision of services.
- The place of delivery is the address made known to the company by the consumer, participant, or client.
- If the delivery cannot take place because the consumer, participant, or client has made known an incorrect address, or has made insufficient efforts to accept the delivery (such as providing additional data required in the country of receipt or not responding to local postal service in a timely manner), this is at the risk of the consumer, participant, or client. The entrepreneur is not obliged to send the order again (free of charge). The consumer, participant, or client is not entitled to money back or compensation.

- The entrepreneur will execute accepted orders expeditiously but at the latest within 30 days, unless the consumer, participant or client has agreed to a longer delivery period. If delivery is delayed, or if an order cannot or can only be partially carried out, the consumer will be informed about this at the latest 60 days after the order was placed. The consumer in that case has the right to dissolve the agreement without cost. The consumer is not entitled to compensation.
- All delivery terms are indicative. The consumer, participant or client cannot derive any rights from any terms mentioned. Exceeding a term does not entitle the consumer, participant or client to compensation for damages.
- In case of dissolution, Lead a normal life will refund the amount paid by the consumer, participant, or client as soon as possible, but at the latest within 14 days after dissolution.
- The risk of damage and/or loss of products rests with Lead a normal life until (i) the moment of delivery to the consumer, participant, or client or a previously designated and made known to Lead a normal life representative, unless explicitly agreed otherwise or (ii) the moment that it is clear that the delivery cannot take place because the consumer, participant or, client has made known an incorrect address, or has made insufficient efforts to accept the delivery.

## **Article 7 - Right of withdrawal**

Upon delivery of products:

- When purchasing products, the consumer, participant, or client has the possibility of dissolving the agreement without giving reasons for 14 days. This reflection period starts on the day after receipt of the product by the consumer, participant, or client, or a representative designated in advance by the consumer, participant, or client and made known to Lead a normal life.
- During the reflection period, the consumer, participant, or client will handle the product and its packaging with care. He will only unpack or use the product to the extent necessary to assess whether he wishes to keep the product. If he uses his right of withdrawal, he will return the product to Lead a normal life with all delivered accessories and - if reasonably possible - in the original state and packaging, in accordance with the reasonable and clear instructions provided by Lead a normal life.
- If the consumer, participant, or client wishes to use his right of withdrawal, he is obliged to make this known to Lead a normal life within 14 days, after receipt of the product. The consumer, participant, or client must make this known by email to [info@leadanormallife.com](mailto:info@leadanormallife.com).
- If the customer has not made known his intention to use his right of withdrawal or has not returned the product to Lead a normal life, the purchase is a fact.
- The right of withdrawal does not apply to (online) (live) sessions, programs and trainings.

### **Article 8 - Costs in case of withdrawal**

- If the consumer, participant or client makes use of his right of withdrawal, he shall bear at most the costs of shipment and return shipment.
- If the consumer, participant, or client has paid an amount, Lead a normal life will refund this amount minus the shipping costs as soon as possible, but no later than 14 days after the product has been returned. Refund will be made via the same payment method used by the consumer unless the consumer expressly agrees to a different payment method.
- If the product is damaged due to careless handling by the consumer, participant, or client, the consumer, participant, or client is liable for any depreciation in value of the product.

### **Article 9 - The price**

- The applicable prices of Lead a normal life are listed on the website or communicated in writing to the consumer, participant or client.
- All prices of Lead a normal life include VAT and all applicable and required (teaching) materials, practicals, location costs and catering costs, unless otherwise stated on the website or otherwise agreed in writing with the consumer, participant or client.
- During the validity period stated in the offer, the prices of the products and/or services offered will not be increased, except for price changes due to changes in VAT rates.
- Price increases within 3 months after the conclusion of the agreement are only allowed if they result from legal regulations or provisions.
- Price increases from 3 months after the conclusion of the agreement are only allowed if the entrepreneur has stipulated it and: (i) they are the result of statutory regulations or provisions; or (ii) the consumer, participant, or client has the authority to terminate the agreement from the day on which the price increase takes effect.
- The prices mentioned in the offer of products or services include VAT.
- All prices are subject to printing and typesetting errors. No liability is accepted for the consequences of printing and typesetting errors. In case of printing and typesetting errors, Lead a normal life is not obliged to deliver the product according to the incorrect price.

### **Article 10 - Payment**

- Products and/or services offered by Lead a normal life through the website, and ordered by the consumer, participant, or client through the website, are paid for immediately.
- Sessions are invoiced afterwards.
- Participation in programs or trainings are invoiced after the agreement has been established. Lead a normal life also invoices third parties it engages for the execution of

the session, program or training, unless otherwise stated on the website or otherwise agreed in writing with the participant or client.

- Invoicing of the program or training can be done all at once or in (monthly) installments. This will be agreed upon between Lead a normal life and participant or client.
- Lead a normal life uses a standard payment term of 30 days after invoice date unless otherwise stated on the invoice.
- All amounts are due and payable in advance. Payment is due before or on the due date indicated on the invoice.
- If payment is not made on time, Lead a normal life will send the participant or client a payment reminder offering the opportunity to still pay within 15 days of receipt of that reminder. If the participant or client has not paid the amount due in full within that period, the participant or client is in default without further notice.
- If the participant or client does not pay within the aforementioned term, Lead a normal life is entitled to stop the participant's or client's participation immediately and to charge extrajudicial collection costs and statutory (commercial) interest in accordance with the applicable legal regulations. In case of late payment, Lead a normal life will hand over the claim to a collection agency.

#### **Article 11 - Cancellation, early termination, replacement or relocation**

- Canceling a registration for a session or participation in a program or training can be done by email ([info@leadanormallife.com](mailto:info@leadanormallife.com)), WhatsApp (+31614668681) or by phone. The date of receipt shall serve as notice of cancellation. The scheduled (start) date of the session, program or training is the starting point for handling the cancellation.
- If, in the opinion of Lead a normal life, the number of registrations for a particular program or training or part thereof is insufficient, Lead a normal life is free to agree with the participant or client that the program or training or the specific part thereof will be followed in another form, at another location, date and/or time. If no agreement is reached between the parties, the participant or client has the right to cancel the program or training or the specific part thereof free of charge. The participant or client is then only obliged to pay the price for the education already provided.
- If, during a program or training lasting longer than 3 months, the participant or client must terminate the program or training early due to unforeseen (personal) circumstances, only the education already provided will be charged. Any excess amount paid, will be refunded.
- If, during a program or training lasting longer than 3 months, Lead a normal life is of the opinion that the participant or client is unable to successfully complete the entire program or training, then Lead a normal life is entitled to terminate a participation prematurely on this basis, stating reasons. In this case, only the education already provided will be charged. Any excess amount paid, will be refunded by Lead a normal life.



## **Article 12 - Copyright**

- Of the material provided by Lead a normal life, all intellectual property rights remain reserved to Lead a normal life. No part of the publication(s) may be reproduced, stored in a computerized database, or published in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without prior written permission from Lead a normal life. It is not permitted to make the material available to third parties.

## **Article 13 - Compliance and Guarantee**

- Lead a normal life guarantees that the products and/or services comply with the agreement, the specifications listed in the offer, the reasonable requirements of reliability and/or usability and the existing legal provisions and/or government regulations on the date of the conclusion of the agreement. Any defects or incorrectly delivered products must be reported to Lead a normal life in writing (via email ([info@leadanormallife.com](mailto:info@leadanormallife.com)) or WhatsApp (+31614668681)) within 1 week after delivery. Return of the products must be in the original packaging and in new condition.

## **Article 14 - Liability**

- Lead a normal life's information, coaching, and healings should not be considered a substitute for professional medical or psychological advice; always consult a physician if necessary. Any use of the information, coaching, and healings are at the sole discretion and risk of the consumer, participant, or client. Neither Lead a normal life (nor the founders, authors, teachers, coaches, healers and publisher) can be held responsible for any loss, claim, or damage resulting from the use, or misuse, of the recommendations made, the failure to seek medical or psychological advice, or for any material on third-party websites.
- The liability of Lead a normal life is in all cases limited to compensation for direct damage (liability for indirect damage - for example, consequential damage, delay damage, loss of profit, lost sales - is therefore excluded). Furthermore, the amount of the compensation obligation is limited to the price paid by the consumer, participant or client for the book, session, program, or training within which, or in connection with which/whence the damage occurred.
- The client guarantees that participants for whose benefit the (incompany) training has been taken have accepted the above limitations of liability and indemnifies Lead a normal life for all claims of those participants.

- Lead a normal life is not liable in cases of force majeure. Force majeure means all external causes, foreseen or unforeseen, which Lead a normal life cannot influence and which prevent Lead a normal life from fulfilling its obligations. Force majeure includes in any case: strikes, pandemics, illness of trainers, a (temporary) shortage of staff, fire, business and technical disruptions within the office of Lead a normal life, the client or with the external party hired by Lead a normal life, not having sufficient or correct information provided by the client, insufficient cooperation of the client.
- Any claims for compensation must, on pain of lapse, be instituted in court within one year after the damage has become known.

### **Article 15 – Complaints**

- Complaints should be made by email (info@leadanormallife.com) or WhatsApp (+31614668681).
- Lead a normal life strives to address complaints within 3 business days of receipt and to substantively address complaints within 10 business days.
- Complaints do not suspend the payment obligation of the consumer, participant or client.
- If the entrepreneur declares the complaint valid, the entrepreneur will, at his discretion, (i) replace the delivered products free of charge or (ii) offer an alternative.

### **Article 16 - Disputes**

- Contracts between Lead a normal life and the consumer, participant, or client to which these general terms and conditions relate are exclusively governed by the Dutch and Spanish law. Even if the consumer, participant, or client is resident/residing in another country.
- The Vienna Sales Convention is not applicable.