

## Terms & Conditions

### 1. *Quality*

- 1.1. Amstel Expats undertakes to conduct the agreed coaching and/or advice services using their best endeavours to serve the client.
- 1.2. In case Amstel Expats, in agreement with the client, uses and/or refers to another service provider to assist the client, Amstel Expats is not liable for the service level/mistakes made by the third party in question.

### 2. *Payment of invoices*

- 2.1. For all invoices the currency used will be the euro.
- 2.2. Payments should be made by electronic transfer to Amstel Expats' bank-account as it appears on the invoice.
- 2.3. All invoices, raised by Amstel Expats, shall be paid within 30 days of the date of invoice. In the event of payment being made beyond the period of the said 30 days, the client agrees to pay interest at 5% above base rate per annum until payment.
- 2.4. Costs incurred by Amstel Expats, due to non payment of invoices or payment after the said 30 day period, will be charged to the client.

### 3. *Confidentiality*

- 3.1. The client will agree to keep confidential all matters in respect of Amstel Expats and will not without the prior written consent of Amstel Expats duplicate any documentation provided by Amstel Expats.

Amstel Expats undertakes to respect absolutely the confidence of the client.

### 4. *Contractual obligations*

- 4.1. Once the agreement is accepted by the client, the client is obliged to pay the full value of the services agreed. Any price deductions, due to early termination of the agreement by the client, are completely at the discretion of Amstel Expats.
- 4.2. Both Amstel Expats and the client shall be released from their respective obligations in the event of national emergency, war, prohibited Government Regulation, Civil Disorder or if any other cause beyond the reasonable control of the parties which renders the performance of the contract impossible, whereupon all monies due under the agreement to Amstel Expats for work done shall be paid immediately.

### 5. *Complaints & Liability*

- 5.1. In the event that there is a complaint regarding the quality of the service supplied, Amstel Expats will use their reasonable endeavours to rectify the situation.
- 5.2. If the client can prove to have suffered damages, due to a mistake made by Amstel Expats which could have been prevented with due care, Amstel Expats will be liable for not more than the total amount of the contract in question in a specific calendar year.
- 5.3. Any legal conflicts which cannot be resolved shall fall under the jurisdiction of the Dutch courts in Amsterdam, The Netherlands.