

## Ethische Code

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We hechten er groot belang aan om voor je team een veilige omgeving te scheppen.

Wij, Dees van de Hoef en Jan Jacob Stam (hierna aangeduid met 'wij') zullen streven in al onze analyses, diagnoses, trainingen en andere professionele activiteiten een passend rolmodel voor klanten, cursisten en cliënten te zijn.

Wij zullen handelen conform de systemische principes van binding, ordening en uitwisseling.

Wij zullen met grote zorgvuldigheid onze diagnoses, analyses, trainingen, teamcoaching en opstellingen geven en een positieve leeromgeving creëren waarin cursisten en cliënten worden gerespecteerd.

Wij begrijpen dat wij als deskundigen worden beschouwd. Wij zullen deze positie niet gebruiken voor het verkrijgen van onredelijk en onbillijk voordeel, in de vorm van materiële, financiële of andere gunsten, van onze klanten, cursisten en cliënten.

In geval de professionele relatie tussen (een van) ons en een persoon de trainer-cursist/coach-cliënt/opsteller-cliënt relatie is, komen wij overeen ons te gedragen ter bevordering van deze relatie. Ingeval er sprake is van nog een andere dan deze relatie, dan zullen we ons best doen om de beide relaties met elkaar in balans te brengen.

In geval een vraagstelling van een cliënt (om welke reden dan ook) voor ons niet hanteerbaar is, zullen we daarin onze verantwoordelijkheid nemen en de cliënt doorverwijzen naar een andere trainer, coach of opsteller.

Wij zullen ons best doen om op een waarheidsgetrouwe, eerlijke manier zaken te doen en daarbij trachten altijd een situatie te creëren waar voor beide partijen balans is in geven en nemen.

Wij zullen onszelf presenteren op een eerlijke, open manier en geen beweringen over onszelf doen die niet op waarheid berusten.

Wij zullen andermans werk niet plagiëren en bij het citeren uit andermans werk altijd de bron vermelden. Wij zullen niet toestaan dat auteursrechtelijk beschermd werk, met inbegrip van audio-, video- of schriftelijk materiaal, wordt gekopieerd zonder schriftelijke toestemming van de eigenaar.

Wij zullen ervoor zorgdragen dat we beschikken over transparante financiële informatie over prijzen en kortingen en zullen alle financiële kwesties zo ethisch mogelijk afhandelen.

Wij zullen zorgdragen voor geheimhouding van de persoonsgegevens van onze klanten, cursisten of cliënten, tenzij we wettelijk verplicht zijn of worden deze gegevens openbaar te maken of ons daartoe schriftelijke toestemming is verleend.

Wij zullen eerlijk onze mening geven, en in geval van minder positieve uitlatingen duidelijk maken dat deze onze persoonlijke meningen zijn en daarbij ook de andere kant van de zaak belichten. Wij zullen niet kwaadspreken over andere trainers, coaches, systemisch opstellers of over klanten, cursisten of cliënten.

Wij zullen de klant/cursist/cliënt heldere informatie verschaffen over de door ons behaalde certificaten van opleidingen.

Wij verplichten onszelf om ons in ons vak professioneel te blijven ontwikkelen. Wij maken daarbij gebruik van de mogelijkheden op het gebied van intervisie, supervisie, workshops, seminars en trainingen.

Wij zullen geen certificaten uitreiken aan cursisten die op een onethische manier met de door ons aangereikte lesstof of materiaal omgaan. Wij zullen steeds handelen naar vermogen om deze cursisten alsnog in de toekomst wel te kunnen certificeren.

Bij twijfel over een situatie of mogelijke tegenspraak van de regels, handelen we altijd in het belang van onze klant of cliënt.

## General Conditions

- These General Terms and Conditions apply to all agreements between Transitionstudio (hereinafter referred to as “Transitionstudio”) and customers/participants in delivering services, education, training courses, workshops, webinars and other forms of education and training (hereinafter referred to as “customer”).
- Customer is the natural person who actually participates in the service/education/training/webinar.

### Information and questions

- Customers can at any time ask questions of administrative nature and obtain information or consult about education possibilities. If the customer does this in writing (by email), the customer will receive a response/reply as soon as possible, but no later than 3 working days after being received by Transitionstudio. If the processing of the question takes more than 3 working days, the customer will receive a message with an indication to which the customer can expect a detailed answer.

### Conclusion of the agreement

- The agreement is concluded by following the registration procedure via the website or by email. After registering via the website, the customer will receive a confirmation email. If necessary, Transitionstudio will contact the customer about the follow-up.
- A registration is final when the customer has received written confirmation (by e-mail) of the definitive participation.
- After registering for webinars and workshops, the invoice amount must be paid immediately online.
- For services, online tool, education- and training programs, the total invoice amount must be paid within 14 working days after confirmation of receipt, unless agreed otherwise (for example, payment in installments) between Transitionstudio and customer.

### Waiting list

- If a training or workshop or webinar is fully booked at the time of registration, the customer will be placed on a waiting list. The customer will receive a digital notification of this.
- As soon as a place becomes available, the first placed on the waiting list will in principle be approached.

### Cancellation workshop / webinar / service by participant/customer

- Cancellation and withdrawal from participation can only be done in writing or by email.
- In case of cancellation, a participant may potentially be replaced by another person. This is free of charge.
- In case of cancellation **up to 21 days** before the start, €50.00 (VAT free) administrative fees will be charged.
- In case of cancellation between 20 and 14 calendar days before the start of the workshop/training/program, 50% of the participation costs are due.

- In case of cancellation within 14 calendar days before the start of the workshop or withdrawal during the workshop, no refund is possible. The participant is liable for 100% of the participation costs.
- In the event of being unable to participate due to significant personal circumstances, discussion can be held to explore participation on another date for the same workshops.
- After purchase/registration for workshop participation, the statutory cooling-off period of 14 days applies, starting from the moment of registration.

#### **Cancellation and / or interruption of service/workshop or training by Transitionstudio**

- Transitionstudio has the right – with reasons given – to cancel the workshop/training or refuse participation of a customer, in which case the customer is entitled to reimbursement of the entire amount paid by the customer to Transitionstudio. If an activity is canceled, the customer will receive a written message about the possible alternatives.

#### **Special circumstances**

Transitionstudio reserves the right to cancel or interrupt in special circumstances, such as the (temporary) closure of the training center by measures imposed by the government, training, (online) workshop or (online) training.

#### **Travel and Accommodation Expenses**

Participants are responsible for arranging and covering their own travel and, if applicable, accommodation costs during their participation in programs, workshops, or other activities offered by Transitionstudio. The responsibility for selecting appropriate accommodation lies with the participant. Transitionstudio is not liable for any issues or expenses arising from these choices.

#### **Insurance**

Participants are responsible for securing travel and cancellation insurance, if desired. Transitionstudio is not liable for any costs or damages resulting from cancellations, delays, or other travel-related issues, whether the cancellation is initiated by the participant or by Transitionstudio.

#### **Payments**

- Transitionstudio charges the product/service/participation costs by means of an invoice.
- After receipt of an invoice sent by Transitionstudio, the customer is obliged to pay the total costs associated with the relevant training within 14 working days after the invoice date.

#### **Property**

- The copyright to the brochures, training materials, handbooks, handouts and any other written materials used in the training, hereinafter referred to as “materials”, is held by Transitionstudio, unless another copyright holder has indicated the work itself.
- Without the written permission of Transitionstudio, the customer will not publish or multiply in any way data from the materials in any form. The copyright on offers, reports, proposals, etc. that arise from the activities of Transitionstudio.
- The course material provided remains in the possession of the customer.

## Ethical Code

We are committed to creating a safe space for your team to flourish.

We, Dees van de Hoef and Jan Jacob Stam (hereafter referred to as 'we') will strive to be an appropriate role model for students and clients in all our trainings and professional activities.

We will act in accordance with the systemic principles of belonging, order and exchange.

We will give our analysis, diagnoses, trainings, coaching and constellations with great care and create a positive learning environment in which teams, students and clients are respected.

We understand that we are considered experts. We will not use this position to gain unreasonable and unfair advantage, in the form of material, financial, or other favors, from our customers, students and clients.

In case the professional relationship between (one of) us and a person is the trainer-student / coach-client / author-client relationship, we agree to conduct ourselves in promoting this relationship. In case of another relationship than this, we will do our best to balance both relationships.

In case a question from a client (for whatever reason) is not manageable for us, we will take responsibility for this and refer the client to another trainer, coach or other professional.

We will do our best to do business in a truthful, honest way, always trying to create a situation where for both parties give, and take is in balance.

We will present ourselves in an honest, open manner and make no claims about ourselves that are not true.

We will not pirate other people's work and always quote the source when quoting from other people's work. We will not allow any copyrighted work, including audio, video, or written material, to be copied without written permission from the owner.

We will ensure that we have transparent financial information on prices and discounts and will handle all financial issues as ethically as possible.

We will ensure the confidentiality of the personal information of our customers, students or clients, unless we are legally obliged to disclose this information or have been given written permission to do so.

We will honestly give our opinion, and in case of less positive statements, make it clear that these are our personal opinions and highlight the other side of the matter. We will not speak ill of other trainers, coaches, systemic colleagues, customers, students or clients.

We will provide the student / client with clear information about the certificates of training we have obtained.

We keep developing ourselves professionally in our profession. We use the possibilities in the field of peer review, supervision, workshops, seminars and training.

We will not issue certificates to students who deal in an unethical way with the material we have provided. We will always act according to our ability to certify these students in a later phase in the future.

When in doubt about a situation or possible contradiction of the rule, we always act in the interest of our client.