

## **Special Addition Terms and Conditions Stated for Dutch Fruit Festival 2021**

### Addition to Article 1: Definitions

Dutch Fruit Festival: Name under which an offline training program and is organised for one or multiple days. The aim is to provide activities, workshops, and lectures to improve the self-healing capacity of persons.

2. Website: The website of Dutch fruit festival is powered by Healthy by Wendy and can be consulted via [www.dutchfruitfestival.nl](http://www.dutchfruitfestival.nl)

3. Web shop: The Dutch Fruit Festival web shop can be consulted via [shop.dutchfruitfestival.nl](http://shop.dutchfruitfestival.nl)

### Addition to Article 27: Cancellation

1. Cancellation this event is possible through a written request up to 30 days before the Event takes place.

2. No refund or compensation will be granted unless otherwise stated or individually agreed upon special written request with a maximum of 50% of the Event Price.

3. Healthy by Wendy is allowed to cancel the Event in case of limits set by The Dutch Laws at any time. In case refunds will not be possible, due to already taken expenses, a voucher for an next event will be granted to those.

### Addition to Article 28: Delivery

1. This Offline training program takes place in the form of an event, or retreat with or without overnight stays. The gathering will take place at the location in The south of The Netherlands, specific address will be listed per on the Website. Delivery takes place at those locations.

### Addition to Article 4: Liability

Healthy by Wendy or Wendy van der Grinten or any of the co-organisers at Dutch Fruit Festival cannot be held responsible for your actions before during or after the Event.

By agreeing to come to the festival you also agree to take complete responsibility for your travel activities, expenses, or travel documents needed. Even when the Dutch or EU Laws change regarding tests, vaccines or other documents needed you take full responsibly to travel or attend the Event. Healthy by Wendy is not Liable for any costs, damage, or losses because of changing Laws or because the event needs to cancel.

When you agree to buy a ticket, you take full responsibility for your own health and safety before during and after the event.

## **Additional Disclaimer Dutch Fruit Festival**

Here you will find the Dutch Fruit Festival disclaimer, or my disclaimer. In this disclaimer we are, among other things, what you can and cannot do with the information we give you on my website/email/event.

First, the information that we share on my website/email/events derives from sources that may be considered reliable. However, we cannot guarantee the accuracy and completeness of these sources. we strive to always maintain and update my website and personal knowledge, but we cannot guarantee that the content of (parts of) my website/emails/events will still be correct, complete or up-to-date after some time or when you visit my website. The information we provide is therefore purely indicative and we can change this information without further notice. we hereby immediately come to my second point. The information we give you through this website/email/event is intended solely to allow you to gain more knowledge. It is not possible to make a diagnosis based on the information on my website/email or given at the festival. You can learn a lot from my website and at the event about improving your lifestyle, but you cannot make a diagnosis there. My information can never be seen as medical advice. If you do this, we am not liable for this. Thirdly, we would like to point out that all information you receive from me is for your own use only. You are not supposed to use my information in any way to put me in a bad light or to sell it on to third parties.

Fourthly, we would like to ask you not to distribute the content of my website or emails in a way that you yourself can think is not good. If in doubt, request permission via [contact@healthybywendy.com](mailto:contact@healthybywendy.com) or don't do it. Unfortunately, we will take legal action if you violate my rights. It is of course allowed to share one-liners or short pieces of text from me or quote on the internet, as long as you include a source reference.

Finally, we would like to point out that we give no guarantees for a specific result that you would like to achieve. If you do not achieve this result, we cannot be held liable for this.

Thank you for reading this whole story. If you have any questions, please do not hesitate to contact me.

## General Terms and Conditions

### Article 1: Definitions

The following definitions apply in these General Terms and Conditions:

1. **Healthy by Wendy:** Healthy by Wendy is a sole proprietorship that aims to provide services and products to improve the self-healing capacity of people. This is done by offering naturopathic therapy and treatments and providing online and offline training programs that relate to the self-healing capacity of humans.
2. **Website:** The website of Healthy by Wendy that can be consulted via [www.healthybywendy.com](http://www.healthybywendy.com).
3. **Web shop:** The Healthy by Wendy web shop that can be consulted via [www.healthybywendy.com](http://www.healthybywendy.com).
4. **Client:** The natural person or legal person or the partnership of natural and / or legal persons or the intermediary or representative acting on behalf of this who follows naturopathic therapy or treatments at Healthy by Wendy and / or uses the online and offline training programs of Healthy by Wendy .
5. **Services:** All services provided by Healthy by Wendy and / or third parties engaged by it to the Client, including the provision of naturopathic therapies and treatments and online / offline training programs, as well as all other activities performed by Healthy by Wendy for the Client , of any nature whatsoever, performed within the framework of an assignment, including work that is not performed at the express request of the Client.
6. **Agreement:** The legal relationship between Healthy by Wendy and the Client, all this in the broadest sense.
7. **Naturopathic therapy and / or treatment:** If the Client opts for this Service, the Client will receive naturopathic therapy and / or treatment in practice from Healthy by Wendy, which is affiliated with the VBAG / RBCZ.
8. **Online training program:** If the Client chooses this service, the Client will receive an online training program in which Healthy by Wendy shares information about the self-healing capacity of people. Within this program, the Client receives training in which the Client learns about nutrition, energy and other topics about the self-healing capacity of humans. In addition to the course, the client also receives consultations from Healthy by Wendy.
9. **Offline training program:** If the Client opts for this Service, the Client will receive information regarding the self-healing capacity of man through information, exercises and active participation. This is provided by Healthy by Wendy through courses and / or workshops and / or lectures and / or events, depending on what has been agreed between the Client and Healthy by Wendy.

## Article 2: Applicability

1. These General Terms and Conditions apply to all Agreements concluded between Healthy by Wendy and the Client.
2. It is only possible to deviate from these General Terms and Conditions if this has been explicitly agreed in writing with Healthy by Wendy.

## Article 3: Amendment of the Agreement

1. If, during the execution of the Agreement, it appears that it is necessary to amend or supplement it so that the Agreement can be properly executed, Healthy by Wendy and the Client will proceed to adjust the Agreement in a timely manner and in mutual consultation.
2. If the Agreement is amended, there is an additional assignment. This also includes a supplement to the Agreement. A separate arrangement will be made in advance between Healthy by Wendy and the Client about this additional assignment. As long as there is no additional offer, the original conditions apply. The extra Services are then paid at the agreed rate.
3. If the amended Agreement is not or not immediately executed by Healthy by Wendy, there is no question of default by Healthy by Wendy. This is no reason for the Client to cancel or cancel the Agreement.

## Article 4: Liability

1. Client bears the responsibility to provide correct and representative data that are necessary for the execution of the Agreement. If the Client provides incorrect or non-representative data, Healthy by Wendy is not liable.
2. Healthy by Wendy does not guarantee that the Website and / or Webshop will be accessible at all times and without interruptions or disruptions. Healthy by Wendy is in no way liable or liable for damages vis-à-vis the Client for any damage that results from or is the result of the (temporary) unavailability, the (interim) failure and / or the improper functioning of the Website and / or Online store.
3. Healthy by Wendy is not liable for indirect damage, including but not limited to consequential damage, lost profit, lost savings and damage due to business interruption.
4. Healthy by Wendy is not liable for non-compliance or late compliance with the obligations arising from the Agreement, if this is caused by force majeure as referred to in Article 5.

5. Healthy by Wendy cannot be held liable for the inaccuracy of information that is provided on the Website and / or Webshop and damage that results from it, unless this inaccuracy is the result of intent or deliberate recklessness by Healthy by Wendy.
6. Everything that Healthy by Wendy shares online can only be viewed by the Client as informative, it is in no way medical advice. The same applies to information that Healthy by Wendy shares via e-mail and other media. Healthy by Wendy makes no diagnoses and does not prescribe medication. Healthy by Wendy can therefore not be held liable for the actions that the Client undertakes, and any damage that ensues, as a result of what is shared on the Website and / or Webshop.
7. The Services that Healthy by Wendy provides consist exclusively of coaching. Healthy by Wendy can therefore not be held liable by the Client if the Client does not achieve the desired result. Healthy by Wendy only has an obligation of effort and not an obligation of result.
8. The Services provided by Healthy by Wendy are for educational purposes only. For diagnoses, treatments and medication, the Client must contact a doctor. Client is at all times responsible for his or her own health within the framework of the Agreement.
9. If Healthy by Wendy is nevertheless held liable, Healthy by Wendy is only liable for direct damage actually incurred, paid or suffered by the Client due to a demonstrable breach of Healthy by Wendy's obligations with regard to its Services.
10. The liability as referred to in this article is limited to the amount paid by the Client.
11. This provision does not exclude liability to the extent that liability may not be limited or excluded by law.

#### Article 5: Force majeure

1. Force majeure is understood to mean all external causes, outside the will or in the hands of Healthy by Wendy, as a result of which full or correct compliance with the Agreement is no longer possible.
2. Force majeure as referred to in the previous paragraph is also understood to include, but is not limited to: non-compliance by a third party, illness of personnel of Healthy by Wendy itself or a third party, abnormal weather conditions, disruptions in water and energy supplies, strikes, serious malfunctions in the systems of Healthy by Wendy or its suppliers, fire, floods, natural disasters, riots, war or other foreign unrest.
3. Compliance with the Agreement is suspended in the event of force majeure for the duration of the force majeure.

4. If the force majeure continues for more than one month, the Client and Healthy by Wendy are entitled to terminate the Agreement without the intervention of the courts. In that case, Healthy by Wendy will proceed to reimbursement of any amounts paid. On these amounts all costs incurred by Healthy by Wendy in relation to the Agreement will be deducted. This includes, but is not limited to, labor costs and purchase and purchase from third parties.

#### Article 6: Intellectual property

1. Healthy by Wendy reserves the rights and powers that accrue to it under the Copyright Act.
2. All goods delivered by Healthy by Wendy remain the property of Healthy by Wendy and are intended solely for use by the Client in the context of the Services. This data may not be reproduced, published, exploited or disclosed to third parties by the Client without acknowledging the source of Healthy by Wendy. This includes, but is not limited to, all images, texts and information facilities for the Online training programs and Offline training programs.
3. The Client will only use the Online Training Programs and / or Offline Training Programs for the personal development of the Client. The Client may not distribute the content of Online Training Programs and / or Offline Training Programs. The Client agrees that undesired distribution has legal consequences.
4. Violation of the provisions of Article 6.3 leads to an immediately claimable fine of at least € 10,000 per violation, plus a reimbursement of all costs incurred by Healthy by Wendy.

#### Article 7: Confidentiality

1. Client and Healthy by Wendy are mutually obliged to maintain the confidentiality of all confidential information that they have received from each other or third parties in the context of the implementation of the Agreement.
2. The information in this article is considered confidential if the information is communicated by the other party and / or the confidentiality arises from the nature of the information. This includes, but is not limited to, information of a medical nature.

#### Article 8: Complaints

1. In the context of providing care with regard to a Service, the Client may submit a written complaint to Healthy by Wendy in accordance with Article 14 of the WKKGZ.
2. The Client must report complaints about the Services provided by Healthy by Wendy in writing to Healthy by Wendy at least within 14 days after discovery of the complaint.

3. Healthy by Wendy will carefully examine a complaint submitted by the Client in accordance with Article 16 of the WKKGZ.

4. Healthy by Wendy will, after investigating a complaint, inform the Client no later than six weeks after submitting the complaint what judgment Healthy by Wendy has come to regarding the complaint, in accordance with Article 17 of the WKKGZ.

5. If the Client has complaints about the treatment that cannot be solved together with Healthy by Wendy, the Client can contact the professional organization of Healthy by Wendy and / or the independent complaints office.

#### Article 9: Suspension, dissolution and interim termination of the Agreement

1. Healthy by Wendy may suspend or terminate the Agreement under the following circumstances. This is the case if the Client does not, not fully or not timely fulfill the obligations under the Agreement or if Healthy by Wendy has good reason to fear that the Client will fall short in the obligations.

2. If Healthy by Wendy is of the opinion that the Client is not following its advice and this endangers the health of the Client, Healthy by Wendy may suspend the execution of the Agreement. This is explicitly also the case if the advice of Healthy by Wendy is that the Client should go to a doctor and the Client does not want this.

3. If Healthy by Wendy suspends the fulfillment of its obligations, Healthy by Wendy still retains the rights under the law and the Agreement. Healthy by Wendy is in no way obliged to compensate for the damage and the costs that arise in any way whatsoever.

4. If the termination can be attributed to the Client, Healthy by Wendy is entitled to compensation for the damage. This includes the costs incurred, both directly and indirectly.

5. If the Client does not fulfill the obligations arising from the Agreement and justifies this non-compliance, dissolution, Healthy by Wendy can terminate the Agreement immediately. Healthy by Wendy has no obligation to pay any compensation or compensation. The Client is obliged to pay damages or compensation for non-performance.

#### Article 10: Location of the General Terms and Conditions

1. The Client can find these General Terms and Conditions on the Website.

#### Article 11: Identity of Healthy by Wendy

1. Healthy by Wendy is registered at the Chamber of Commerce under number 68226764 and bears VAT number NL142025586B02. Healthy by Wendy is located at the Henri van der Puttlaan 1 (5626GR) in Eindhoven.

2. Healthy by Wendy can be reached via [contact@healthybywendy.com](mailto:contact@healthybywendy.com) and by telephone via +31 6-17766603.

#### Article 12: Applicable law and competent court

1. All Agreements between Healthy by Wendy and the Client, as well as these General Terms and Conditions, are governed by Dutch law.

2. All disputes will be settled by the competent court in the district of East Brabant.



## **Naturopathic therapy and / or treatment**

### Article 13: Agreement

1. The Agreement is concluded at the moment that the Client accepts the offer and the associated conditions are met.
4. The Agreement with a Naturopathic therapy and / or treatment is established when the Client contacts Healthy by Wendy and makes an appointment for a naturopathic consultation. The Agreement ends when the Client has been processed.
5. The Agreement is entered into for an indefinite period or for as long as the treatment lasts.

### Article 14: Execution of the Agreement

1. Healthy by Wendy will make every effort to perform the Services with care and in accordance with the agreements made with the Client.
2. In the context of the Agreement, Healthy by Wendy will offer good care in accordance with Article 2 of the WKKGZ.
3. The Client must provide Healthy by Wendy with all information that Healthy by Wendy indicates that it is necessary for the performance of the Agreement. The same applies to data that the Client should reasonably understand to be necessary for the performance of the Agreement. If the Client does not provide this information to Healthy by Wendy on time, Healthy by Wendy may suspend the execution of the Agreement. In that case, Healthy by Wendy can also charge the Client for the additional costs resulting from the delay in accordance with the then usual rates.
4. If a term has been agreed or specified for the performance of the Services, this is never a strict deadline. If a term is exceeded, the Client must give Healthy by Wendy a written notice of default. Healthy by Wendy must thereby be offered a reasonable period in which to execute the Agreement.
5. Naturopathic therapy and / or treatments only take place by appointment.
6. If the Client has a Physical therapy and / or treatment in the practice of Healthy by Wendy, it is not permitted to bring pets or pets. In addition, it is also not allowed to smoke in the practice of Healthy by Wendy.
7. Physical therapy and / or treatment can take place, in addition to online, on location instead of in the practice of Healthy by Wendy. In that case, Healthy by Wendy will provide a customized offer to the Client.

## Article 15: Costs, fees and payment

1. Healthy by Wendy has the right to correct manifest errors in the quotation.
2. The client is obliged to immediately inform Healthy by Wendy of any inaccuracies in the stated or provided payment data.
3. The prices used by Healthy by Wendy can be found on the Website.
4. The prices for Naturopathic therapy and / or treatment are exempt from VAT.
5. If the Client receives nutritional advice and / or detox coaching within Naturopathic therapy and / or treatment, this price includes VAT.
6. If the Client purchases a consultation via the Website, the Client must pay immediately.
7. Payment for Naturopathic therapy and / or treatment must be made via bank transfer, PayPal, iDeal or Credit card.
8. The invoice provided by Healthy by Wendy to the Client must be paid within 14 days to the bank account number indicated by Healthy by Wendy.
9. If the Client does not pay an invoice on time and therefore fails, the Client is legally in default. No further notice of default is required for this. Client then owes the statutory interest. The interest on the claimable amount will be calculated from the moment that the Client is in default until the moment of payment of the full amount due.
10. If Healthy by Wendy decides to collect a claim for non-payment of one or more unpaid invoices by judicial means, the Client is, in addition to the principal owed and the interest referred to in Article 15.9, also bound by all reasonable judicial and to compensate for extrajudicial costs. The reimbursement of judicial and extrajudicial costs incurred will be determined in accordance with the then-current Decree regarding reimbursement for extrajudicial collection costs.

## Article 16: Cancellation

1. Cancellation of a Naturopathic therapy and / or treatment by the Client is possible up to 48 hours before the scheduled appointment with Healthy by Wendy. Cancellation is possible via telephone contact or e-mail on working days.
2. If there is an emergency whereby Client wishes to cancel the Naturopathic therapy and / or treatment and this is no longer possible within 48 hours before the appointment, this is possible up to 24 hours before the time of the scheduled appointment with Healthy by Wendy . The time

reserved by the Client will then not be charged by Healthy by Wendy. Urgency as referred to in this article means unforeseen circumstances that fall outside the control of the Client.

3. If the Client cancels the Naturopathic therapy and / or treatment within less than 24 hours in advance, Healthy by Wendy will charge the Client 50 percent of the costs for the treatment.

4. If the Client has scheduled an appointment at Healthy by Wendy on Monday and wishes to cancel this appointment, the Client must cancel the appointment on the Friday preceding this Monday.

5. If the Client has not canceled the Naturopathic therapy and / or treatment at all and has not complied with the agreement, Healthy by Wendy will fully charge the treatment to the Client.

#### Article 17: Delivery

1. If the Client has opted for a Naturopathic therapy and / or treatment, an appointment is scheduled via e-mail, telephone, the web form or via an online means of communication such as Skype or Zoom.

2. In the case of Naturopathic therapy and / or treatment, some consultations can take place, in consultation with Healthy by Wendy, via Skype, Zoom or Facetime or in the practice of Healthy by Wendy.

#### Article 18: Reporting and archiving

1. Healthy by Wendy makes a report of every Naturopathic therapy and / or treatment.

2. All conversations, evaluations, intake forms, questionnaires, surveys and other lists are stored by Healthy by Wendy for a period of at least 15 years in accordance with the WGBO.

3. If the Client so wishes, it is possible to view the reports kept by Healthy by Wendy.

## Online training program

### Article 19: Agreement

1. The Agreement is concluded at the moment that the Client accepts the offer and the associated conditions are met.
2. The Agreement with an Online Training Program is established at the moment that the Client requests an information session via the Web Shop or purchases an online program in the Web Shop.

### Article 20: Execution of the Agreement

1. Healthy by Wendy will make every effort to perform the Services with care and in accordance with the agreements made with the Client.
2. In the context of the Agreement, Healthy by Wendy will offer good care in accordance with Article 2 of the WKKGZ.
3. The Client must provide Healthy by Wendy with all information that Healthy by Wendy indicates that it is necessary for the performance of the Agreement. The same applies to data that the Client should reasonably understand to be necessary for the performance of the Agreement. If the Client does not provide this information to Healthy by Wendy on time, Healthy by Wendy may suspend the execution of the Agreement. In that case, Healthy by Wendy can also charge the Client for the additional costs resulting from the delay in accordance with the then usual rates.
4. If a term has been agreed or specified for the performance of the Services, this is never a strict deadline. If a term is exceeded, the Client must give Healthy by Wendy a written notice of default. Healthy by Wendy must thereby be offered a reasonable period in which to execute the Agreement.

### Article 21: Costs, fees and payment

1. Healthy by Wendy has the right to correct manifest errors in the quotation.
2. The client is obliged to immediately inform Healthy by Wendy of any inaccuracies in the stated or provided payment data.
3. The prices used by Healthy by Wendy can be found on the Website.
4. With Online training programs, the Client must pay in advance.

5. If the Client purchases a consultation via the Website, the Client must pay immediately.
6. Payment for Online training programs must be made via bank transfer, PayPal, iDeal or Credit card.
7. The invoice provided by Healthy by Wendy to the Client must be paid within 14 days to the bank account number indicated by Healthy by Wendy.
8. If the Client does not pay an invoice on time and therefore fails, the Client is legally in default. No further notice of default is required for this. Client then owes the statutory interest. The interest on the claimable amount will be calculated from the moment that the Client is in default until the moment of payment of the full amount due.
9. If Healthy by Wendy decides to collect a claim for non-payment of one or more unpaid invoices by judicial means, the Client is, in addition to the principal owed and the interest referred to in Article 21.8, also bound by all reasonable and to compensate for extrajudicial costs. The reimbursement of judicial and extrajudicial costs incurred will be determined in accordance with the then-current Decree regarding reimbursement for extrajudicial collection costs.

#### Article 22: Cancellation

1. Cancellation of an Online training program by the Client is possible within a period of 14 days.
2. Cancellation of a consultation within the framework of the Online Training Program by the Client is possible up to 48 hours before the scheduled appointment with Healthy by Wendy. Cancellation is possible via telephone contact or e-mail on working days.
3. If there is an emergency whereby Client wishes to cancel a consultation within the framework of the Online Training Program and this is no longer possible within 48 hours before the appointment, this is possible up to 24 hours before the time of the scheduled appointment with Healthy by Wendy. The time reserved by the Client will then not be charged by Healthy by Wendy.
4. If the Client cancels a consultation within the framework of the Online Training Program within less than 24 hours in advance, Healthy by Wendy will charge the Client 50 percent of the costs for the treatment.
5. If the Client has scheduled an appointment at Healthy by Wendy on Monday and wishes to cancel this appointment, the Client must cancel the appointment on the Friday preceding this Monday.
6. If the Client has not canceled a consultation in the context of the Online Training Program and has not complied with the agreement, Healthy by Wendy will fully charge the treatment to the Client.

#### Article 23: Delivery

1. Online training programs are delivered via the Website of Healthy by Wendy and possibly via the webpage of third parties.
2. If the Client has opted for a physical product in the Webshop, the delivery period will depend on this product. Healthy by Wendy strives to deliver this product within 2 weeks.

## Offline training program

### Article 24: Agreement

1. The Agreement is concluded at the moment that the Client accepts the offer and the associated conditions are met.
2. The Agreement with an Offline training program is concluded if the Client has made a purchase via the Website or transferred the money to Healthy by Wendy.
3. The Agreement with an Offline training program can also be concluded if an oral Agreement has been entered into with Healthy by Wendy and Healthy by Wendy has sent the Client an invoice.

### Article 25: Execution of the Agreement

1. Healthy by Wendy will make every effort to perform the Services with care and in accordance with the agreements made with the Client.
2. In the context of the Agreement, Healthy by Wendy will offer good care in accordance with Article 2 of the WKKGZ.
3. The Client must provide Healthy by Wendy with all information that Healthy by Wendy indicates that it is necessary for the performance of the Agreement. The same applies to data that the Client should reasonably understand to be necessary for the performance of the Agreement. If the Client does not provide this information to Healthy by Wendy on time, Healthy by Wendy may suspend the execution of the Agreement. In that case, Healthy by Wendy can also charge the Client for the additional costs resulting from the delay in accordance with the then usual rates.
4. If a term has been agreed or specified for the performance of the Services, this is never a strict deadline. If a term is exceeded, the Client must give Healthy by Wendy a written notice of default. Healthy by Wendy must thereby be offered a reasonable period in which to execute the Agreement.
5. The client must complete and signed the intake list provided by Healthy by Wendy and return it to Healthy by Wendy.

### Article 26: Costs, fees and payment

1. Healthy by Wendy has the right to correct manifest errors in the quotation.

2. The client is obliged to immediately inform Healthy by Wendy of any inaccuracies in the stated or provided payment data.
3. The prices used by Healthy by Wendy can be found on the Website or website of the specific events.
4. Payment for Offline training programs must be made via bank transfer, PayPal, iDeal or Credit card.
5. The invoice provided by Healthy by Wendy to the Client must be paid within 14 days to the bank account number indicated by Healthy by Wendy.
6. If the Client does not pay an invoice on time and therefore fails, the Client is legally in default. No further notice of default is required for this. Client then owes the statutory interest. The interest on the claimable amount will be calculated from the moment that the Client is in default until the moment of payment of the full amount due.
7. If Healthy by Wendy decides to collect a claim for non-payment of one or more unpaid invoices by judicial means, the Client is, in addition to the principal owed and the interest referred to in Article 25.6, also bound by all reasonable judicial and to compensate for extrajudicial costs. The reimbursement of judicial and extrajudicial costs incurred will be determined in accordance with the then-current Decree regarding reimbursement for extrajudicial collection costs.

#### Article 27: Cancellation

1. Cancellation of an individual appointment within an Offline training program by the Client is possible within a period of 14 days.
2. Cancellation of an event in the context of an Offline training program by the Client is not possible unless stated otherwise at this specific event. No refund or compensation will be granted unless otherwise stated.

#### Article 28: Delivery

1. If there is an individual appointment within an Offline training program, Healthy by Wendy will schedule an appointment with the Client via e-mail, telephone, the web form or via an online means of communication such as Skype or Zoom.
2. An Offline training program can take place in the form of an event, retreat with or without overnight stays or other form of gathering at various locations that will be listed per event or activity. Delivery takes place at those locations.