

Terms and Conditions

Bart Landstra | Leiden | version October 2026

Bart Landstra in Leiden (the Netherlands), hereinafter: 'the trainer', operates for his own account under the trade names Bart Landstra and Geweldloze Communicatie Training (Nonviolent Communication Training), and is active as a provider of training courses, trainings and coaching in the field of nonviolent communication.

ARTICLE 1

Applicability

These terms and conditions apply to all agreements between the trainer and the participant(s) or client(s), hereinafter together 'participant', for training courses, trainings, coaching and other forms of training and education.

ARTICLE 2

Deviations

Deviations from these terms are only binding if the trainer has confirmed them in writing or by email.

ARTICLE 3

Formation of the agreement

The agreement is formed when:

- the participant signs or digitally accepts a registration form or quote from the trainer;
- the trainer confirms a registration for a training course in writing, by email, verbally or by telephone;
- the trainer confirms an appointment for individual training or coaching (hereinafter also: 'training course') in writing, by email, verbally or by telephone.

ARTICLE 4

Offers and quotes

1. All offers are without obligation, unless the offer states a period for acceptance.
2. Quotes from the trainer are without obligation and valid for 30 days, unless stated otherwise. The trainer is only bound by a quote if the participant confirms it in writing or by email within 30 days, unless stated otherwise.
3. The trainer is registered in the Dutch Central Register for Short Vocational Training (CRKBO). Training courses and trainings are therefore exempt from VAT. For other services, VAT is charged where applicable; this is then stated with the price.

ARTICLE 5

Cancellation by the participant

1. The participant may cancel participation in, or an assignment for, a training course by registered letter or by email. The cancellation is valid once the trainer has confirmed it.
2. For cancellation of an open training course more than 30 days before the first session, 15% of the total course fee is due.
3. For cancellation between 30 and 14 days before the start, 50% of the total course fee is due.
4. For cancellation within 14 days before the start, or if the participant stops after the start or does not take part for any other reason, the full course fee is due, including any outstanding instalments. The participant is then not entitled to a refund of any part of the course fees due or paid.
5. After consultation with and approval of the trainer, the participant may be replaced at no extra cost by someone who meets the admission requirements of the training course concerned.

ARTICLE 6

Right of withdrawal

1. Notwithstanding article 5, a consumer, being a natural person not acting in the course of a profession or business who enters into an agreement through the trainer's website, has the right to withdraw from the agreement within 14 days of its conclusion without giving reasons. You do so with an unambiguous statement by email to bart@geweldlozecommunicatietraining.nl. It is sufficient to send this statement before the period has expired.
2. If you withdraw from the agreement, we will refund all payments you have made up to that moment without delay, and in any case within 14 days of receiving your withdrawal. We use the same means of payment you used, unless you expressly agree otherwise. The refund is free of charge for you.

ARTICLE 7

Participant unable to attend (force majeure)

If the participant is prevented from attending by demonstrable exceptional circumstances (force majeure), participant and trainer will discuss whether the participant can join the same or a comparable training course within 8 months, on conditions to be agreed together.

ARTICLE 8

Cancellation by the trainer

The trainer has the right, with or without stating reasons, to cancel a training course or session, or to refuse a participant before the start. In that case the participant is entitled to an alternative training course or to a refund of the full amount paid within 14 days.

ARTICLE 9

Cancellation of individual coaching

Individual coaching or training appointments can be cancelled free of charge up to 36 hours in advance. For cancellation within 36 hours before the appointment, 100% of the agreed fee is due.

ARTICLE 10

Payment

The costs of a training course or session are charged by email. The participant may ask for an invoice. The fees are due immediately and must be paid no later than 30 days before the first session. If that date has passed, a payment term of 14 days after receipt of the email or invoice applies, and in any case before the start of the training. Payment in instalments is only possible if the announcement of the training course provides for it. Participants remain personally liable for payment of their participation, also if the costs have been invoiced to a third party.

ARTICLE 11

Collection costs

In the event of late payment, the participant or client is obliged to reimburse the trainer for reasonably incurred judicial and extrajudicial collection costs.

ARTICLE 12

Liability

1. The trainer makes every effort to deliver the training course to the best of his insight and ability.
2. The trainer excludes all liability for what the participant experiences during and after the training course, and for what the participant does with the knowledge gained.
3. The participant is responsible for the results of any kind arising from participation in the training course, and will not hold the trainer liable for them. Except in cases of intent or gross negligence, the trainer is not liable for damage in any form or on any grounds, unless liability insurance has been taken out for it and to the extent that the insurer pays out.
4. The trainer excludes all liability for consequential damage and is not obliged to compensate business damage, loss of profit, damage from personal accidents, damage from third-party claims against the participant, or other damage.
5. Any liability of the trainer is limited to the amount charged to the participant for the training course concerned. This also applies if the trainer cancels the training course.

ARTICLE 13

Copyright on training materials

1. The copyright on all materials developed and provided by the trainer, including handouts, workbooks, slides, exercises, recordings and the content of the online learning environment, rests with Bart Landstra. Participants may use these materials for their own study.
2. Reproduction, distribution, publication, resale or use for training others, in whole or in part, is only permitted with the prior written consent of the trainer. Internal use within the participant's own organisation, for example sharing a handout with a direct colleague, is permitted. Broader distribution or inclusion in another training offer is not.
3. The trainer is certified by The Center for Nonviolent Communication (CNVC) and, under his trainer agreement with CNVC, is entitled to use the CNVC logo and training materials whose copyright rests with CNVC, always stating that they are based on the NVC body of thought developed by Marshall Rosenberg.

ARTICLE 14

Confidentiality

1. The trainer treats everything that participants and client organisations share with him before, during and after the training as confidential. Personal stories, examples, cases and views do not leave the group. The trainer does not share them with third parties and does not use them identifiably in other trainings, publications or marketing without the explicit consent of the person involved.
2. Anonymised learnings, such as patterns and themes without traceable details, may be used to improve future trainings.
3. Participants are expected in turn to treat what fellow participants share as confidential.
4. Legal disclosure obligations and the complaint and mediation route of the complaints procedure remain unaffected.

ARTICLE 15

Applicable law

Dutch law applies to this agreement. All disputes arising from or in connection with this agreement will in the first instance be submitted exclusively to the competent court in Amsterdam.

Questions? Email bart@geweldlozecommunicatietraining.nl. The current version is also available at geweldlozecommunicatietraining.nl/en/terms-and-conditions.

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