



## GENERAL TERMS AND CONDITIONS

These general terms and conditions apply to all treatment agreements, both oral and written, placed between the patient and Mrs. Nuria Maldonado Bellido (hereinafter your practitioner), Healthcare Psychologist working at Psychology within Reach.

1. The agreement to begin the therapeutic relationship is considered established once the intake form is returned. In the case this is not possible before the first appointment, a verbal request for consultation after receiving the following information will suffice.
2. Every meeting must take place following whatever protocols are in place to provide safe conditions for it. These [protocols](#) will be communicated via email and published on our website.
3. During the intake phase, your practitioner will assess the case to establish a recommendation for treatment which will be shared with you and adjusted if necessary.
4. We are required to verify your identification data; therefore, we kindly ask you to bring to the first session your identity document, your BSN (if you live in The Netherlands) and your insurance card (if you are planning to use its coverage).
5. Your practitioner is a member of the Dutch Professional Association of Psychologists (N.I.P.) as well as of the Spanish Official College of Psychology (C.O.P.) and whenever necessary she uses the supervision of a "Regiebehandelaar" (Mrs. Y. Kilian) included in the Government B.I.G. registry with numbers: 49914010925 & 69914010916.
6. Our team follow a code of ethics in which we are committed to treat your case and information with confidentiality and due diligence. A copy of our quality statute is available for examination at our office.
7. Information to third parties will only happen with your explicit consent.
8. We are always open to receiving suggestions and complaints when your expectations are not being met. To guarantee this right, your practitioner is a member of the Federation of psychology, psychotherapy and pedagogy P3NL, where you can file an [official complaint](#) if you feel all other options are exhausted.
9. The filing of a complaint or claim does not release payment obligations.
10. Psychology within Reach does not have a crisis service. In the event of a crisis, you should contact your General Practitioner or the "[huisartsenposten](#)" (outside office hours).



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11. All fees and costs for the services provided are published at [www.psychologywithinreach.com](http://www.psychologywithinreach.com) and they shall be deemed accepted at the beginning of the therapeutic relationship.

Face-to-face or online **Individual session** (50 minutes approx.) = € 90 (standard) - € 125 (max.) \*  
Face-to-face or online **Couples counseling** (90 minutes approx.) = € 135 per session  
Groups therapy (90 minutes approx.) = € 25 per meeting

\*(Partial reimbursement is possible through most supplementary insurance packages. However, if your insurance package is the most basic and you want to use it for your therapeutic process, we need to apply the maximum rate to cover for the participation of a Psychologist with BIG registration.)

12. Regardless possible reimbursements from insurance providers, **sessions are expected to be fully paid as they are booked.**
13. Rescheduling or canceling sessions free of cost is possible with **more than a working day of notice.** In the case of a shorter notice, the fee for a full session will apply, **without exceptions.**
14. If you have insurance coverage beyond the basic package the invoices issued by Psychology within Reach may be refunded to a certain extent according to your insurance package.
15. In case you choose to receive therapy as part of the basic coverage, you should let us know from before starting since the treatment will be conditioned by time and therapeutic approaches constraints as well as requirements in whatever way your insurance company may consider necessary. In the Netherlands, among many other requirements, you will need to provide a letter of referral from your GP (huisarts), the average treatment won't be longer than 10 sessions and we will need the participation of a Regiebehandelaar which increases the applicable rate. The exact conditions depend on the insurance provider and the contracted package. To receive accurate information, it is advisable to call your insurance provider.
16. The therapeutic process will be terminated by mutual agreement. It may also be considered terminated when the sessions have been unilaterally interrupted, and more than two months have elapsed without follow-up sessions. In the latter case, it will be necessary to update the terms of the treatment agreement.
17. This agreement may be waived only in writing.
18. These terms and all aspects related, between Psychology within Reach and the client, fall under Dutch law.

### Place, date and signature:

PSICOLOGIA AL ALCANCE  
Nuria Maldonado Bellido, MSc.  
Psicóloga Gral. Sanitaria, col.#AN03800  
Psicóloga NIP #225619  
Terapeuta NVPA #104465

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