

General terms and conditions – Psychologiepraktijk De Wilder

This is a short English summary of the main terms and conditions. The full general terms and conditions are available in Dutch. In case of differences in interpretation, the Dutch version remains leading.

Who the practice is for

Psychologiepraktijk De Wilder generally offers treatment and guidance to clients aged 18 and older.

Starting treatment

Treatment starts with an intake session. During the intake, we explore your difficulties, your request for help and what you would like to work on. Based on this, a treatment proposal is discussed and the approach may be adjusted during the course of treatment. You may stop treatment at any time.

Your role in treatment

Treatment works best when you participate actively. This means sharing relevant information as openly as possible and, where appropriate, working with exercises or tasks between sessions.

Appropriate care and referral

During registration and/or intake, it is assessed whether your request for help fits the practice. If another type of care would be more suitable, this will be discussed with you and, where possible, an appropriate referral will be considered.

Sessions in person or online

Sessions may take place in the practice or online, depending on what is agreed together. For online sessions, you are expected to arrange a quiet and private place and a stable internet connection.

Fees and payment

Different fees may apply depending on the type of consultation or treatment. Current fees are shared in advance, for example through the website or by email. For private, non-reimbursed care, invoices are sent by the practice and payment is due within 14 days unless agreed otherwise. If treatment is arranged through the GGZ cooperative, invoicing and payment administration are handled by the cooperative. Reimbursement can never be guaranteed and depends on your health insurance policy and insurer conditions.

Cancellation and no-show

Appointments are reserved especially for you. Cancellation or rescheduling is free of charge only if it is done on time:

- for a Wednesday appointment: no later than Monday before 09:00
- for a Friday appointment: no later than Wednesday before 09:00

If you cancel or reschedule after this deadline, or if you do not attend without notice, the reserved time may be charged, up to a maximum of €100. This no-show fee cannot be reimbursed by health insurance. Repeated late cancellations or missed appointments may affect continuation of treatment.

Urgent situations

The practice does not offer 24-hour availability or crisis care. In urgent situations, please contact your GP or the out-of-hours GP service. In an acute emergency, call 112.



Confidentiality and records

Your therapist has a duty of confidentiality. No substantive information is shared with others and no access to your file is given without your permission, except where the law provides otherwise. You have legal rights regarding access to and copies of your file.

Privacy and complaints

Personal data is handled carefully and in line with privacy legislation. If you are not satisfied, the practice encourages you to discuss this first so that a solution can be explored together. If that is not enough, a formal complaints procedure is available on request. Practitioners work in accordance with the professional code of the Dutch Institute of Psychologists.

Communication and availability

The practice uses the contact details you provide for communication about appointments, treatment and, where relevant, invoices. Please inform the practice of changes to your email address or telephone number. During holidays or absence, the practice may be less reachable for a period of time.