

BARENDS PSYCHOLOGY PRACTICE

General Terms and Conditions

Psychological services, counseling, consultations and website services

Effective date: 23 September 2026

Important: These general terms govern services provided by Barends Psychology Practice s.p. They do not replace informed consent, privacy information, or any service-specific agreement supplied for a particular treatment, assessment, or program.

Barends Psychology Practice s.p.
Vaše 16, 1215 Medvode, Slovenia
info@barendspychology.com

1. Scope of these Terms

These General Terms and Conditions ("Terms") govern the provision of psychological counseling, psychological consultation, therapy-related services, online sessions, face-to-face sessions, assessments, and other professional services offered by Barends Psychology Practice s.p. ("Barends Psychology Practice", "the Practice", "we", "us", or "our"), unless a separate written agreement expressly provides otherwise.

These Terms also apply to the use of the Practice's website and to administrative arrangements connected with the services. A specific service may be subject to additional terms, informed-consent documentation, assessment terms, or written agreements. Where a service-specific document conflicts with these general Terms, the more specific provision applies to that service, subject to mandatory law.

Nothing in these Terms excludes rights or protections that cannot lawfully be excluded under applicable Slovenian or European Union law.

2. Service Provider

Services are provided by:

Barends Psychology Practice s.p.

Vaše 16
1215 Medvode
Slovenia

Email: info@barendsp psychology.com

The professional responsible for a particular service, the nature of that service, and any relevant professional limitations may also be described in the applicable informed-consent or service documentation.

3. Nature of Services

The Practice provides psychological services within the scope of the provider's education, professional competence, and applicable law. Depending on the service, work may include psychological counseling, therapeutic interventions, psychological consultation, psychoeducation, assessment, or related professional support.

The exact goals and methods of an individual professional relationship depend on the client's circumstances and are discussed as part of the service. Psychological services involve professional judgment and collaborative work. No particular result, symptom reduction, personal outcome, employment outcome, or other specific result can be guaranteed.

The Practice may also provide self-guided assessments or informational products. Completing a self-guided assessment does not by itself establish a therapeutic or psychologist-client relationship unless this is expressly agreed separately.

4. Regulatory Changes

The legal framework governing psychotherapy in Slovenia is changing. The Slovenian Psychotherapeutic Services Act entered into force in December 2025 and is scheduled to begin applying on 19 April 2027. The Practice may amend the description, organization, documentation, or availability of services where reasonably necessary to comply with new licensing, registration, professional, patient-rights, or other legal requirements.

Nothing in these Terms represents that a future regulatory status has already been granted. Professional titles and services will be described and provided in accordance with the law applicable at the relevant time.

5. Starting a Professional Relationship

Submitting a contact form, sending an email, requesting information, or making an initial inquiry does not by itself create an ongoing therapeutic or other professional relationship.

A professional relationship begins when the Practice accepts the person for a particular service and the parties agree to proceed, subject to any applicable informed-consent requirements. The Practice may decline a request where the service is outside its professional scope, capacity is unavailable, a conflict exists, or another service appears more appropriate.

Where a service requires informed consent, the client should review that documentation before treatment proceeds and raise any questions they have.

6. Appointments and Scheduling

Appointments may be provided face-to-face, online, or in another format agreed with the client. Appointment duration and frequency are agreed according to the service being provided.

Clients are responsible for attending at the agreed time and, for online sessions, for having a reasonably private environment, suitable device, and reliable internet connection. The Practice cannot guarantee the confidentiality of a client's surroundings or personal device.

If technical problems materially prevent an online appointment from taking place, the parties will make a reasonable effort to reconnect, use an agreed alternative, or reschedule as appropriate.

7. Cancellations, Rescheduling and Missed Appointments

Any cancellation, rescheduling, or missed-appointment policy communicated when the appointment is booked or agreed in the applicable informed-consent or service documentation forms part of the booking arrangement.

Where a cancellation fee applies, the client will be informed of the applicable rule before becoming bound by it. The Practice will not impose a cancellation fee merely by relying on an undisclosed policy.

The Practice may waive a cancellation or missed-appointment charge where it considers this appropriate, including in exceptional circumstances. If the Practice must cancel an appointment, the client will not be charged for that appointment and a reasonable effort will be made to offer an alternative time.

8. Fees, Payment and Invoicing

The applicable fee is the fee communicated to the client before the relevant service is booked or purchased. Fees may differ between services, appointment types, programs, assessments, or other products.

Payment timing and accepted payment methods are communicated for the relevant service. The Practice issues invoices and maintains accounting records as required by applicable law.

A change in fees does not retrospectively alter an amount already agreed for a completed service. For ongoing services, the Practice will provide reasonable notice of a material fee change before the new fee applies, unless a different arrangement has been agreed.

The client is responsible for any bank, card, currency-conversion, or similar third-party charges imposed by their own payment provider unless applicable law requires otherwise.

9. Distance and Online Contracts

Where a consumer enters into a contract remotely, mandatory consumer-law information and withdrawal rights apply where required by law. Statutory exceptions and rules concerning services that begin during a withdrawal period may also apply.

Where the client expressly asks for a paid service to begin before the expiry of an applicable statutory withdrawal period, the Practice may request any confirmation required by consumer law. The client's mandatory statutory rights are not reduced by these Terms.

Service-specific checkout, booking, or consent documentation may contain the information necessary for the particular distance contract.

10. Confidentiality

Information disclosed in a professional psychological relationship is handled confidentially in accordance with applicable law, professional obligations, ethical standards, and the Practice's Privacy Policy.

Confidentiality is not absolute. Disclosure may be required or permitted in circumstances established by law, including a binding requirement from a competent authority. Safety-related situations may also require action where applicable professional and legal duties justify or require it.

Where consultation or supervision is used to support professional practice, information should be limited and protected appropriately. Further details concerning personal-data processing are set out in the Privacy Policy and relevant informed-consent documentation.

11. Personal Data and Privacy

Personal data are processed in accordance with the Barends Psychology Practice Privacy Policy and applicable data-protection law. Depending on the service, the Practice may process information concerning psychological functioning or health that receives additional protection under data-protection law.

The Privacy Policy explains the controller's identity, purposes and legal bases for processing, retention, service providers, data-protection rights, and contact information for privacy requests.

Consent to these Terms is not intended to function as blanket consent to all processing of personal or special-category data. Where consent is legally required for a particular processing activity, it is requested separately as appropriate.

12. Records and Documentation

The Practice may create and retain professional, administrative, scheduling, billing, and other records where reasonably necessary for the service and where permitted or required by law.

Retention periods depend on the type of record, the legal basis for processing, professional obligations, tax and accounting requirements, and other applicable rules. Further information is provided in the Privacy Policy.

Clients may exercise applicable data-protection rights concerning their personal data. Those rights may be subject to legal limitations or competing obligations, including obligations to retain particular records.

13. Online Communication and Email

Email and ordinary electronic communications can involve security and confidentiality risks. Clients should avoid sending information by email that they would not want transmitted through ordinary electronic communications unless an appropriately secure method has been agreed.

Email is primarily suitable for scheduling and administrative communication unless the Practice expressly agrees to use it for another purpose. The Practice cannot guarantee immediate monitoring or response and email must not be relied upon for emergencies.

The Practice may use electronic service providers where necessary for scheduling, communication, video sessions, administration, or other service delivery, subject to the Privacy Policy and applicable safeguards.

14. Emergencies and Crisis Situations

The Practice is not an emergency service and does not provide continuous crisis monitoring. Email, website forms, assessment tools, and routine appointment channels should not be used when immediate intervention is required.

If a person believes that they or someone else is in immediate danger, or requires urgent medical or psychiatric assistance, they should contact the appropriate emergency service, crisis service, or healthcare provider in their location.

15. Client Responsibilities

Clients are expected to provide information that is reasonably accurate and relevant to the service, communicate material concerns about the process, and participate in agreed arrangements to the extent they are able.

Clients remain responsible for their own decisions and actions outside the professional service. Professional guidance is based on the information available and does not replace specialist medical, legal, financial, or other advice outside the Practice's professional scope.

Clients must not record a session without prior agreement where consent is required. The Practice will likewise obtain any consent required before recording or using automated transcription of a professional session.

16. Third Parties, Couples and Relationship Work

Where a service involves more than one participant, such as couple or relationship work, the Practice will explain the relevant confidentiality and information-sharing framework for that service. A participant should not assume that information provided individually will always be kept secret from another participant where that would conflict with the agreed structure of the joint service.

The Practice may require separate informed-consent arrangements for couples, third-party interviews, organizational work, or other services involving information about multiple people.

A person who provides information as a third-party interviewee does not automatically become a client of the Practice merely by participating in that interview.

17. Referrals and Limits of Service

The Practice may recommend or require referral to another professional where a client's needs fall outside the provider's competence, where specialized medical or psychiatric evaluation appears appropriate, where the service is no longer suitable, or where safe and effective continuation is not reasonably possible.

The Practice may coordinate with another professional only where there is an appropriate legal basis and, where required, the client's consent, except where disclosure is otherwise required or permitted by law.

18. Ending Services

The client may decide to stop voluntary psychological services at any time, subject to payment obligations for services already provided and any lawful cancellation arrangements for booked appointments.

The Practice may end or pause services where continuation is clinically or professionally inappropriate, outside scope, unsafe, affected by a serious breakdown in the working relationship, prevented by non-payment, or otherwise cannot reasonably continue. Where appropriate and practicable, the Practice will discuss termination and possible referral or transition options.

Immediate suspension or termination may occur where necessary to protect safety, comply with law, address abusive or threatening conduct, or respond to serious misuse of the service.

19. Assessments, Reports and Other Materials

Assessment results, reports, worksheets, psychoeducational material, and similar professional materials are prepared for the purpose stated when they are supplied. They should not be treated as suitable for unrelated legal, employment, insurance, medical, or forensic purposes unless the Practice expressly prepared them for that purpose.

Self-report assessments depend on the information provided by the participant and have methodological limitations. The Practice does not guarantee that an assessment captures every relevant aspect of a person's functioning.

The Barends Burnout Inventory and other proprietary assessments may have their own Terms and Conditions, research information, or use restrictions in addition to these general Terms.

20. Intellectual Property

Unless otherwise stated, website content, proprietary questionnaires, written materials, reports, graphics, methods, educational resources, and other original materials supplied by the Practice remain protected by applicable intellectual-property rights.

Clients may use materials and reports supplied to them for their own personal purposes unless a different use is expressly authorized. They may not reproduce, sell, publish, license, systematically extract, or commercially exploit proprietary assessment content or substantial parts of protected materials without permission, except where applicable law permits the activity.

21. Website Information

General information published on the Practice's website is educational and informational. It does not constitute an individualized diagnosis, treatment recommendation, or professional opinion for a particular reader.

Website content cannot account for every person's circumstances and should not be used as a substitute for appropriate individualized assessment where professional evaluation is needed.

External links are provided for convenience or reference. The Practice is not responsible for the independent content, availability, security, or privacy practices of third-party websites.

22. Complaints and Concerns

Clients are encouraged to raise concerns about the service directly with the Practice so that they can be considered and, where possible, addressed.

A complaint may be submitted to info@barendspsiychology.com. The Practice will handle complaints in accordance with applicable legal and professional requirements.

Nothing in this section prevents a person from contacting a competent regulatory, supervisory, consumer-protection, data-protection, judicial, or other authority where they are entitled to do so.

23. Liability and Professional Responsibility

The Practice is responsible for providing services with the level of professional care required by applicable law and professional standards. Psychological work cannot guarantee a particular outcome, and lack of a desired outcome does not by itself establish that a service was improperly provided.

To the maximum extent permitted by law, the Practice is not responsible for indirect loss caused solely by use of general website information outside its intended purpose, unauthorized modification or redistribution of Practice materials, or a client's reliance on a self-guided tool as though it were an emergency, forensic, or individualized clinical service.

Nothing in these Terms excludes or limits liability that cannot lawfully be excluded or limited, including mandatory rights relating to personal injury, intentional conduct, gross negligence, professional duties, or consumer protection.

24. Force Majeure and Events Outside Reasonable Control

Neither party is responsible for delay or inability to perform an obligation to the extent caused by an event genuinely outside that party's reasonable control, provided that this does not exclude obligations that cannot lawfully be excluded.

Where such an event affects an appointment or service, the parties will make a reasonable effort to reschedule, use an appropriate alternative, or otherwise resolve the affected obligation.

25. Governing Law and Consumer Rights

These Terms are governed by the laws of the Republic of Slovenia.

If the client is a consumer, nothing in these Terms deprives the client of mandatory protections that apply under Slovenian or European Union consumer law or, where applicable, mandatory protections of the client's country of habitual residence.

Any jurisdiction clause is subject to mandatory rules determining where a consumer or patient may bring or defend legal proceedings.

26. Changes to these Terms

The Practice may update these Terms to reflect changes in services, professional requirements, legislation, or business operations. The current version and effective date will be made available on the website or otherwise supplied where appropriate.

A later version will not retrospectively impose a new material payment obligation for a service already completed. Where applicable law requires specific notice, agreement, or consent to a material change affecting an ongoing service, the Practice will follow that requirement.

27. Severability

If any provision of these Terms is invalid or unenforceable, the remaining provisions continue to apply to the extent permitted by law. The affected provision should be limited only as far as necessary to make the contractual arrangement lawful and effective.

28. Contact

Questions concerning these Terms may be directed to:

Barends Psychology Practice s.p.

Vaše 16
1215 Medvode
Slovenia

Email: info@barendspychology.com

Privacy and data-protection questions should be handled in accordance with the Barends Psychology Practice Privacy Policy.

Implementation note: This document deliberately does not invent a fixed cancellation window, universal session fee, or payment deadline. Those commercial details should be added only once the Practice's actual policy is confirmed. The document should also be reviewed before 19 April 2027 to reflect the rules applicable when Slovenia's new psychotherapy framework begins to apply.