FitterVitaal

# Your coaching arrangements

## Versie / Version

2026-11-11-v2

## AppCoaching and AppCoaching Plus

Both packages include periodic active review of app records you explicitly share. You receive personal feedback and can ask questions through the app. AppCoaching includes a review every two weeks. Plus adds one 30-minute conversation per calendar month, by video or phone, scheduled together.

## Price, Pro and payment

Your agreed price and payment method appear in your personal confirmation. Pro is a separate subscription and is not included in the coaching price. Coach benefits affect only the applicable Pro price. An enquiry, document or payment does not activate Pro or permit access to health records.

## Permission and confidentiality

You choose the named coach and which profile records they may view or manage. You can change or withdraw permissions. Payment, team membership or this agreement never replaces those permissions. AI use requires separate permissions. If access is insufficient, discuss adapting or ending guidance with your coach. Do not include medical information in the commercial confirmation.

## Care and expectations

FitterVitaal provides the carefully agreed guidance, reviews and conversations. You provide information as completely and accurately as possible and decide whether to follow advice. Results vary and depend partly on circumstances and behaviour outside the app. No particular weight, result or deadline is guaranteed. This does not limit your statutory remedies for inadequate service.

## Contact and reply within 24 hours

Contact us through the app or the contact channels on fittervitaal.nl. We reply within 24 hours. Coaching is not continuous monitoring, emergency support or medical treatment. Contact a healthcare professional for health concerns and emergency services for emergencies.

## Monthly, without a long commitment

Coaching continues under the same arrangements while you wish to continue. We agree each paid month together; you receive a payment link, with no automatic collection. Not paying does not commit you to another month or provide unpaid coaching. You can stop at any time without a notice period by contacting us. If you stop during a paid month, we refund the portion for its remaining days. If no guidance has been supplied, we refund the full amount. Your statutory remedies for inadequate service remain. Pro and coach permissions are managed separately.

## Pauses and changed arrangements

With unchanged arrangements, a pause of up to one calendar month can continue under the same confirmation. The pause does not extend paid coaching. After a longer pause, termination or a change to package, price or material arrangements, we confirm again. This administrative rule does not restrict or replace statutory cooling-off rights.

## Cooling-off and easy cancellation

A consumer distance service agreement generally includes a 14-day cooling-off period from conclusion. You may withdraw without a reason by sending a clear message through our contact channels. We confirm by email. Service starts during that period only on your separate express request after information about any proportionate charges for guidance already supplied. Payment or starting does not automatically waive cooling-off rights. On withdrawal, the amount due is refunded within 14 days using the same payment method unless otherwise agreed. You do not have to use the form below.

## Model form — complete only if you wish to withdraw

To: FitterVitaal, Lavendelhof 19, 5482 PM Schijndel, info@fittervitaal.nl.
I hereby give notice that I withdraw from our contract for the following service:
Service / reference: _____
Contract date: _____
Consumer name: _____
Consumer address: _____
Account email: _____
Date: _____
Signature (only for paper submissions): _____

## Questions and terms

FitterVitaal, Lavendelhof 19, 5482 PM Schijndel, Netherlands, KVK 76815102, info@fittervitaal.nl. Start with Q&A and the app guide for usage questions. Faults and complaints may be reported directly. The attached version of the general terms is retained with your arrangements. Current privacy information and documents are available at fittervitaal.nl/en/documents. These arrangements concern our own coaching, not independent external coaches.