

The Mattaka Studio – General Terms and Conditions

Sep 23, 2026 ·

These General Terms and Conditions apply to every offer, agreement, programme, session and digital product of The Mattaka Studio. They are written under Dutch law and cover both business clients and consumers.

Draft status: this is a working draft, not legal advice. Have it checked by a Dutch lawyer before publishing, and fill in the bracketed details below.

Detail	Fill in
Legal entity	Rebel Content Company, trading as The Mattaka Studio
Registered address	Tugelastraat 47, 2021 TB Haarlem, the Netherlands
Chamber of Commerce (KvK) number	58078312
VAT number	NL001993584B04
Email	hello@themattakastudio.com
Website	themattakastudio.com

Article 1 – Definitions

In these terms, the following words have the meaning given below.

1. **The Mattaka Studio** ("the Studio", "we", "us"): the entity named above, which provides the services and products described in these terms.
2. **Client** ("you"): any natural person or legal entity that requests an offer from, enters into an agreement with, or buys a product from the Studio.
3. **Business Client**: a Client acting in the course of a profession or business.
4. **Consumer**: a Client who is a natural person not acting in the course of a profession or business.
5. **Agreement**: every agreement between the Studio and the Client, including orders placed online.

6. **Services:** all work the Studio delivers, including business readings, strategy and coaching sessions, programmes (such as Find Your Focus and Make Some Noise), sprints, intensives, workshops, trainings, speaking engagements, copywriting, content edits and corporate projects.
7. **Programme:** a Service delivered over a fixed period (for example 3 or 6 months) with a set number of sessions and support.
8. **Session:** a one-to-one or group meeting, online or in person, including walking sessions.
9. **Digital Products:** online courses, diagnostics, templates, workbooks, recordings and other digital content, whether free or paid.
10. **Materials:** everything the Studio provides or uses, including frameworks, methods, models, presentations, worksheets, recordings, texts and templates.
11. **Deliverables:** work created specifically for the Client under the Agreement, such as written readings, profile rewrites and edited content.
12. **In writing:** by letter or email, or through a platform the Studio uses for orders and payments.

Article 2 – Applicability

1. These terms apply to every offer, quote, order and Agreement of the Studio, including free Digital Products.
2. Any general terms of the Client do not apply, unless the Studio has accepted them in writing.
3. Deviations from these terms apply only if agreed in writing, and only to the Agreement concerned.
4. If a provision of these terms is void or annulled, the rest remains in force. The parties will replace that provision with one that comes as close as possible to its purpose.
5. The Studio makes these terms available before or when the Agreement is concluded, for example on its website and at checkout.
6. Where these terms give Consumers fewer rights than Dutch law allows, the law prevails.

Article 3 – Offers, quotes and formation of the Agreement

1. All offers and quotes are without obligation and valid for 14 days, unless stated otherwise.
2. Prices on the website and in quotes are in euros. For Business Clients they exclude VAT unless stated otherwise; for Consumers they include VAT.

3. The Agreement is formed when the Client accepts an offer in writing, signs a proposal, completes an online order and payment, or when the Studio starts the work at the Client's request.
4. Obvious mistakes or typing errors in an offer or on the website do not bind the Studio.
5. A free intro call (such as The Possibility Call) creates no obligation for either party.
6. The Studio may decline a request or order without giving a reason, for example when it believes it cannot deliver the right result for the Client.
7. Upgrades between Programmes, bundles or add-ons apply only under the conditions stated in the relevant offer.

Article 4 – Execution of Services, Programmes and sprints

1. The Studio performs the Services to the best of its knowledge and ability. This is an obligation of effort, not of result.
2. The scope of each Service (number of Sessions, duration, support and Deliverables) is set out in the offer or on the product page.
3. Sessions take place online or in person in or around Amsterdam, as agreed. Walking sessions take place outdoors; in bad weather the Studio may move the Session indoors or online, or reschedule it.
4. Sessions in a Programme must be used within the Programme period. Sessions not used by the end of the period expire without refund, unless the delay is caused by the Studio.
5. Support between Sessions (such as message access and content edits) is available on working days within reasonable response times, and only within the limits stated in the offer. Unused support does not carry over to a next month.
6. Work outside the agreed scope is extra work. The Studio will tell the Client in advance and charge it at its current rates, only after the Client agrees.
7. Deadlines and delivery dates are targets, not strict deadlines, unless expressly agreed otherwise. Late delivery gives the Client the right to a new reasonable term, not to immediate termination or compensation.
8. The Studio may engage third parties to perform parts of the Services, for example for photography, styling or PR. The Studio stays responsible for its own part of the work.
9. Coaching, reflective and nervous system regulation sessions are not therapy, medical treatment or psychological care. The Client stays responsible for seeking professional help where needed.

Article 5 – Client cooperation and responsibilities

1. The Client provides all information, access and materials the Studio reasonably needs, on time, complete and correct.
2. The Client shows up prepared and on time for Sessions. A Session starts and ends at the agreed time, also if the Client is late.
3. The Client is responsible for decisions made and actions taken based on the Services, and for what is published under the Client's name.
4. The Client guarantees that materials it supplies (texts, images, logos, data) do not infringe third-party rights, and indemnifies the Studio against claims about them.
5. If the Client does not cooperate as required, the Studio may suspend the work and charge any extra costs caused by the delay.

Article 6 – Fees, payment and payment plans

1. The fees are as stated in the offer or on the website at the time of ordering. The Studio may change its rates for new Agreements at any time.
2. Invoices must be paid within 14 days of the invoice date, unless another term is stated. Online orders are paid in full at checkout, unless a payment plan is offered there.
3. Programmes and Services are paid in advance, before the first Session, unless agreed otherwise in writing.
4. If a payment plan is agreed, the Client owes the full Programme fee. Each instalment is due on its agreed date. If an instalment is not paid on time, the Studio may declare the full remaining amount due at once.
5. Travel and accommodation costs outside Amsterdam, and costs of third parties, are charged separately, unless included in the offer.
6. If the Client does not pay on time, the Client is in default without further notice. Business Clients then owe the statutory commercial interest; Consumers owe the statutory interest.
7. Consumers first receive a free written reminder with a payment term of at least 14 days before any collection costs are charged.
8. Reasonable extrajudicial collection costs are charged in line with the Dutch statutory rules on collection costs.
9. The Studio may suspend its Services, including access to Digital Products and support, until all overdue amounts are paid.
10. Business Clients may not set off or suspend payments because of a complaint.

Article 7 – Digital Products, online programmes and right of withdrawal

1. When buying a Digital Product, the Client receives a personal, non-exclusive and non-transferable licence to use it for their own purposes.
2. Login details are personal. The Client may not share, resell, copy, record or publish Digital Products or Materials, or give others access to them.
3. Access to a Digital Product is available for the period stated on the product page. If no period is stated, access is available for at least 12 months after purchase.
4. Free Digital Products (such as Show Up Like a Leader) may be changed or withdrawn by the Studio at any time.
5. Business Clients have no right of withdrawal.
6. Consumers who buy online or at a distance have a right of withdrawal of 14 days, subject to the exceptions below.
7. For Digital Products, the right of withdrawal ends once delivery starts (for example when access is granted), if the Consumer expressly agreed to immediate delivery and acknowledged losing the right of withdrawal at checkout.
8. For Services, if the Consumer expressly asks the Studio to start within the 14 days, the Consumer pays a proportionate part of the fee for work done before withdrawal. Once the Service is fully performed, the right of withdrawal ends.
9. A Consumer can withdraw by sending a clear message to the Studio's email address within the withdrawal period. The Studio refunds amounts due within 14 days of receiving that message.

Article 8 – Rescheduling, cancellation and termination

1. The Client may reschedule a Session free of charge up to 48 hours before it starts. A Session cancelled later, or missed, counts as delivered and is not refunded or made up.
2. If the Studio has to cancel a Session, it offers a new date as soon as possible. The Client keeps the Session.
3. Programmes run for a fixed period and cannot be ended early by the Client. Once a Programme has started, fees paid are not refunded and remaining instalments stay due, unless the law says otherwise.
4. If a Business Client cancels a Service before its start date, the following applies: cancellation more than 14 days before the start costs 50% of the fee; cancellation within 14 days costs 100%.
5. For speaking engagements, workshops and corporate trainings, the cancellation terms in the offer apply. If none are stated, paragraph 4 applies.

6. Either party may end the Agreement with immediate effect if the other party goes bankrupt, applies for a suspension of payments, or seriously fails to meet its obligations after a written notice with a reasonable term to fix it.
7. The Studio may end or suspend the Agreement if the Client behaves disrespectfully or abusively towards the Studio or other participants. Fees already paid are then not refunded.
8. On termination, amounts already invoiced for work done become payable at once.

Article 9 – Intellectual property and frameworks

1. All intellectual property rights in the Materials stay with the Studio or its licensors. This includes The RELATE Framework™, the Studio's other frameworks, methods, names, models, courses, worksheets and recordings.
2. The Client may use Materials only for its own business and for the purpose of the Agreement. The Client may not copy, adapt, teach, license or sell them, or use them to build a competing product or programme, without written permission.
3. Rights in Deliverables made specifically for the Client transfer to the Client once all amounts owed have been paid in full. Until then, the Client has a right of use only.
4. General know-how, methods and templates the Studio uses to create Deliverables remain the Studio's property, even when they are part of a Deliverable.
5. The Studio may mention the Client's name and a general description of the work in its portfolio, unless the Client objects in writing. Testimonials, results, images and quotes are only published with the Client's permission.
6. Recording Sessions is only allowed with the consent of both parties. Recordings are for the Client's personal use only.

Article 10 – Confidentiality and privacy

1. Both parties keep confidential all information they receive from each other that is marked confidential or is clearly confidential by nature. This duty continues after the Agreement ends.
2. What the Client shares in Sessions stays confidential, unless the Client agrees to its use, or disclosure is required by law.
3. In group programmes and communities, participants keep what other participants share confidential.
4. The Studio processes personal data in line with the General Data Protection Regulation (GDPR). How this is done is described in the privacy statement on the website: [link to privacy statement].

Article 11 – No guaranteed results

1. Results depend on many factors outside the Studio's control, including the Client's own effort, choices, market and timing. The Studio does not guarantee any specific result, such as revenue, clients, followers, media attention or publicity.
2. Examples, case studies and testimonials show what others have achieved. They are not a promise of the Client's results.
3. Media attention and PR opportunities depend on third parties such as journalists and editors. The Studio cannot guarantee publication.

Article 12 – Liability

1. The Studio is only liable for direct damage caused by an attributable failure to perform the Agreement.
2. The Studio's total liability is limited to the fees the Client paid for the Agreement concerned. For Agreements longer than 6 months, it is limited to the fees paid in the last 6 months. In any case, liability is limited to the amount paid out by the Studio's insurer, if any.
3. The Studio is not liable for indirect damage, including lost profit, lost revenue, missed savings, reputational damage or business interruption.
4. The Studio is not liable for damage caused by incorrect or incomplete information from the Client, or by the Client's own decisions and actions.
5. The Studio is not liable for failures of third-party platforms and tools, such as video call, payment, course or hosting platforms.
6. These limits do not apply in case of intent or deliberate recklessness of the Studio, or where the law does not allow them for Consumers.
7. A claim for damages must be reported in writing within 12 months after the Client discovered, or could reasonably have discovered, the damage. Otherwise the claim lapses.

Article 13 – Force majeure

1. Neither party is liable for a failure caused by force majeure. This includes illness or incapacity of the person delivering the Services, family emergencies, extreme weather, pandemics, government measures, strikes, and outages of internet, power or third-party platforms.
2. During force majeure, the Studio's obligations are suspended. The Studio reschedules Sessions and extends the Programme period by the time lost.

3. If force majeure lasts longer than 60 days, either party may end the Agreement in writing. The Client then pays for work already done, and the Studio refunds amounts paid for work not yet done.

Article 14 – Complaints

1. The Client reports complaints about the Services in writing, clearly described, to the Studio's email address.
2. Business Clients report complaints within 14 days after the Session or delivery concerned. Consumers report complaints within a reasonable time after discovering the issue; a report within 2 months is always on time.
3. The Studio responds within 14 days. If a complaint is justified, the Studio will, at its choice, redo the work, adjust the Deliverable, or credit a proportionate part of the fee.
4. A complaint does not suspend the Client's payment obligation, unless the law gives a Consumer that right.

Article 15 – Changes, applicable law and disputes

1. The Studio may change these terms. Changes apply to existing Agreements 30 days after the Client has been notified. A Consumer who does not accept a change that is to their disadvantage may end the Agreement from the date the change takes effect.
2. Dutch law applies to every Agreement with the Studio. The Vienna Sales Convention (CISG) does not apply.
3. The parties first try to resolve a dispute together.
4. Disputes with Business Clients are submitted exclusively to the District Court of Amsterdam (Rechtbank Amsterdam).
5. Disputes with Consumers are submitted to the competent court under Dutch law. Consumers in other EU countries keep the protection of the mandatory law of their own country.
6. These terms are drawn up in English. If they are also published in Dutch, the [English / Dutch] version prevails in case of any difference.

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