General Terms and Conditions

Mind Your Motion B.V. - physiotherapy and manual therapy

Mind Your Motion

Version 7 November 2026

These terms describe the practical and financial arrangements between Mind Your Motion B.V. and the patient. Mandatory statutory patient rights always remain applicable.

1. Scope and care agreement

These terms apply to physiotherapy care and related services provided by Mind Your Motion B.V., located at WG-plein 307, 1054 SG Amsterdam, Chamber of Commerce number 42009299 and AGB code 04900285.

The care agreement starts when an appointment is accepted or treatment begins. If any provision conflicts with mandatory law, the remaining provisions continue to apply.

2. Personal, insurance and health information

You provide accurate and current contact, identification, insurance and health information needed for safe care and correct billing, and you inform us promptly of changes.

You tell the physiotherapist about relevant medical conditions, medication, other treatment and changes in your symptoms. The physiotherapist may request identification, a referral or additional information when necessary.

3. Assessment, treatment and consent

The physiotherapist discusses your care request, findings, proposed treatment and, where appropriate, possible alternatives and risks. Treatment is provided with your consent. You may ask questions, decline part of the treatment or withdraw consent.

A treatment outcome cannot be guaranteed. If other diagnostics or care are more appropriate, the physiotherapist will discuss referral or consultation with another healthcare professional.

4. Appointments, changes and cancellations

An appointment can be changed or cancelled free of charge only if Mind Your Motion receives the notification no later than 24 hours before the scheduled start time. Preferably use your MijnZorgToegang account or reply to the confirmation email. If that is not possible, leave a voicemail or email info@mindyourmotion.nl. The recorded time of receipt is decisive.

If an appointment is changed or cancelled less than 24 hours before its scheduled start, or if you fail to attend, the full applicable private rate for the reserved appointment is due. This is a no-show charge for the reserved time and is not submitted to the health insurer.

If you arrive late, the session ends at the originally scheduled time and the full fee remains payable. If Mind Your Motion needs to reschedule, you will be informed as soon as possible and no cancellation fee applies.

5. Fees, insurance and claims

Current private fees and payment terms are published at www.mindyourmotion.nl/en/tarieven. Fees and contracts with health insurers may change annually.

You are responsible for checking whether physiotherapy is covered by your insurance and how many sessions remain available. Mind Your Motion submits claims directly to the insurer when permitted by the applicable arrangements. Care that is not covered or cannot be submitted directly is payable by you.

A combined intake and treatment appointment may be processed by the insurer as two services or sessions. Where possible, the physiotherapist explains this in advance.

6. Payment

Private treatment and treatment that cannot be submitted directly to the health insurer must be paid immediately after the session through a Mollie payment link. Payment is available by iDEAL, Apple Pay or credit card.

If immediate payment is unsuccessful, you will receive an invoice due within 14 days of the invoice date. If payment remains outstanding, the legally required reminder will be sent first. Statutory interest and extrajudicial collection costs may then be charged.

After payment, you may submit the invoice to your health insurer where applicable. Mind Your Motion cannot guarantee reimbursement.

7. Reports and additional services

Extensive medical reporting or other work outside usual treatment may be charged separately. The applicable fee will be communicated in advance and, where possible, published on the fees page.

8. Records, privacy and digital communication

Mind Your Motion processes personal and health data in accordance with the GDPR, the Dutch Medical Treatment Contracts Act (WGBO) and the privacy policy on the website. The medical record is generally retained for 20 years from its last amendment, or longer where required by law or good care.

Information from the treatment record is shared only with your consent or when a legal basis permits or requires this.

Email, website forms and WhatsApp are not emergency channels. Please avoid sending extensive medical information through ordinary messages. In a medical emergency, call 112 or contact your GP or out-of-hours GP service.

9. Quality and continuity

Physiotherapists work within their professional competence and are registered in the Dutch BIG register. Where applicable, they are registered in the Individual Physiotherapy Register or a relevant specialist register.

During absence, a qualified colleague may take over treatment in consultation with you. If care cannot continue within the practice, Mind Your Motion will, where reasonably possible, assist with an appropriate transfer.

10. Conduct, hygiene and personal property

Mind Your Motion expects safe and respectful conduct. In cases of aggression, intimidation or inappropriate behaviour, treatment may be interrupted or ended subject to the standards of care required by law and professional rules.

Please bring your own large towel to every appointment to lie on during treatment. Please also observe normal personal hygiene.

Mind Your Motion is not liable for loss, theft or damage to personal property except where liability is attributable to Mind Your Motion under applicable law.

11. Complaints and disputes

Please first discuss any concern with your treating physiotherapist or contact Mind Your Motion at info@mindyourmotion.nl. We aim to resolve complaints carefully and accessibly.

For physiotherapy care, Mind Your Motion participates in the Physiotherapy Complaints Procedure and Physiotherapy Disputes Committee through the KNGF. An independent complaints officer can advise you free of charge, help formulate the complaint and mediate. The procedure ends with a written opinion from Mind Your Motion. The statutory period is generally six weeks; an extension is possible where permitted by law.

Information and the complaint form are available at https://defysiotherapeut.com/kennisbank/klachtenregeling. You may also email klachtenregeling@kngf.nl or call +31 (0)33 467 29 00.

If you are dissatisfied with the written opinion, you may submit the complaint as a dispute to the Physiotherapy Disputes Committee under the applicable rules. This is generally possible within one year after the written opinion and if the event occurred no more than five years earlier. The committee can issue a binding decision and award compensation up to EUR 25,000.

The KNGF scheme applies to physiotherapy care. A different complaints or disputes route may apply to services not provided as physiotherapy.

12. Liability

Mind Your Motion is liable for damage that is legally attributable to a breach or unlawful act. Nothing in these terms excludes liability that cannot lawfully be excluded.

13. Changes, language and governing law

The latest version is published on the website. Dutch law applies to the care agreement without limiting mandatory patient or consumer rights or the complaints and disputes route described above.

The English version is a careful translation. If the versions differ, the Dutch text prevails to the extent permitted by law.

Questions about these terms: info@mindyourmotion.nl | +31 (0)85-2007990 | www.mindyourmotion.nl