



Please note: This document is a translation of the original Dutch *Algemene Voorwaarden*. In the event of any discrepancies, contradictions, or disputes regarding the interpretation of any clause or sentence, the original Dutch text shall be leading and legally binding.

General Terms and Conditions - Little Dutchies

Company Name: Little Dutchies

Chamber of Commerce (KvK) Number: 99878895

Effective Date: June 1, 2026

Applicability: Applicable to services provided to both consumers (B2C) and corporate clients (B2B).

Article 1: Definitions

In these General Terms and Conditions, the following terms shall have the following meaning:

1. **Little Dutchies:** The user of these General Terms and Conditions: Little Dutchies, located at Jesse Owenshof 66 in Amsterdam, the Netherlands, offering professional Dutch language lessons, tailored educational expeditions, one-on-one educational parent consultations, and organizational relocation services, founded by Helen Smith, with activities in the Amsterdam region.
2. **Client:** Any natural person (parent/legal guardian), legal entity (multinational enterprise, corporate mobility manager, relocation agency), or natural person acting in the exercise of their profession or business who enters into an Agreement with Little Dutchies.
3. **Parties:** The Client and Little Dutchies.
4. **Child:** The child for whose benefit the Client enters into the Agreement.
5. **Consumer Client (B2C):** A parent, legal guardian, or designated caregiver who purchases individualized educational language services for a child for non-professional purposes.
6. **Business Client (B2B):** A company, multinational organization, procurement department, global mobility provider, or natural person acting in the exercise of their profession or business who purchases educational packages, bulk vouchers, intranet authorizations, or transition consultations as an employee benefit, corporate perk, or retention tool.
7. **Teacher:** A certified, fluent English-speaking primary school teacher or educational expert designated by Little Dutchies to deliver the specialized curriculum.
8. **Session:** An individualized, high-energy language immersion of 60 minutes, which is conducted.

9. **Package:** A highly structured, goal-oriented service framework with a fixed price (e.g., *The Basecamp*, *The Bridge Builder*, *Unlocking the Letter-Chest*, *The Number Navigator*, *The Summer Trail*) containing predefined milestones, picture word cards, and progress measurements.
10. **Consultation:** An individualized advisory interaction of 60 minutes, which is conducted.
11. **Product:** The physical product delivered or to be delivered by Little Dutchies under the Agreement.
12. **Website:** The website of Little Dutchies containing information about the services of Little Dutchies and where a Consumer Client can place an order.
13. **Agreement:** The agreement between the Parties.
14. **Written/In Writing:** In writing or via email.

Article 2: General

1. These General Terms and Conditions apply to every offer and quotation from Little Dutchies, to all agreements, to all work performed by Little Dutchies, and to other legal acts between the Parties.
2. Any deviations from or amendments to these General Terms and Conditions shall only be effective if they have been agreed to in writing by Little Dutchies.
3. The applicability of any purchase, tender, or general terms and conditions of a Business Client is expressly rejected, unless otherwise agreed in writing with Little Dutchies.
4. If Little Dutchies has expressly agreed to the applicability of the purchase, tender, or general terms and conditions of a Business Client, those terms shall apply alongside these General Terms and Conditions of Little Dutchies. If, in such a case, a deviating or conflicting provision exists between the Business Client's terms and these General Terms and Conditions of Little Dutchies, the provision in these General Terms and Conditions of Little Dutchies shall prevail.
5. If one or more provisions of these General Terms and Conditions are void or should be voided, the remaining provisions of these General Terms and Conditions shall remain fully applicable. The void or voided provisions will be replaced by Little Dutchies, taking into account the purpose and intent of the original provision(s) as much as possible.
6. If, after an agreement in which the Client was informed of the applicability of these General Terms and Conditions, a subsequent agreement is concluded, a permanent commercial relationship between the Parties is established. This means that for subsequent agreements, the Client is deemed to be familiar with the content of these General Terms and Conditions. The Client agrees that these General Terms and Conditions also apply to future agreements.
7. If Little Dutchies does not always require strict compliance with these General Terms and Conditions, this does not imply that these conditions are not applicable or that Little Dutchies loses the right to demand strict compliance with these conditions in future, whether or not similar, cases.

8. Little Dutchies has the right to amend these General Terms and Conditions and to declare the amended conditions applicable to the Agreement with a Business Client. The Business Client will be notified in writing at least 2 months prior to the entry into force of the new version of the General Terms and Conditions, including the date of entry into force.
9. If the Business Client does not agree with the amended General Terms and Conditions, the Business Client must object within 1 month after being notified of the amendments. In such a case, Little Dutchies may choose to allow the old version of the General Terms and Conditions to apply to the Business Client or to terminate the Agreement (prematurely).
10. If the Business Client does not object to the amended General Terms and Conditions in accordance with Article 2.9, the Business Client shall be deemed to have accepted the amended General Terms and Conditions.

Article 3: Forms of Commercial Integration (B2C & B2B)

Little Dutchies delivers services under three distinct operational structures:

1. **Direct Consumer Sales (B2C):** Individual families purchasing individual packages, single sessions, consultations, or products.
2. **B2B Relocation Agency Integration:** Structured partner agreements whereby commercial global mobility agencies directly include Little Dutchies' services into comprehensive relocation quotes for the client, funded via corporate procurement departments.
3. **B2B Bulk Vouchers & Intranet Allocation:** Corporate HR departments purchasing pre-assembled welcome packages with institutional volume discounts, or placing Little Dutchies as an authorized preferred educational vendor on internal company intranets.

The 48-Hour Comfort and Compatibility Guarantee

To ensure absolute alignment, trust, and safety between the family and the assigned Teacher, both the Client and the assigned Teacher may invoke a compatibility opt-out (termination due to lack of a personal connection) after the execution of the first official Session.

- **a. Communication Window:** If either party feels uncomfortable, misaligned, or notices a clear stylistic mismatch, this must be formally reported in writing to Helen Smith within forty-eight (48) hours of completing the first Session.
- **b. Financial Refund:** Upon receipt of a timely notice under this clause, the remaining Agreement will be dissolved. The Consumer Client will receive a full refund for all remaining, unexecuted Sessions in the Package. The cost of the first executed Session, namely €200, and any products already delivered, will be deducted from the final refund amount.

Article 4: Conclusion of the Agreement

1. The Agreement is concluded at the moment the Client:
 - a. has expressly agreed to the quotation of Little Dutchies in writing; or
 - b. has placed an order via the Website.
2. After the Agreement has been concluded via the Website, a confirmation will be sent to the Client via email.

Article 5: Right of Withdrawal for the Consumer Client when Ordering via the Website

1. The Consumer Client is authorized to dissolve the Agreement concluded via the Website during a cooling-off period of up to 14 days without giving reasons.
2. If the Consumer Client wishes to exercise their right of withdrawal, the Client must expressly notify Little Dutchies within 14 days of receiving the entire order, for example by filling out and sending the online return form. If the Agreement relates to the purchase of consultations, packages, or one or more sessions, the dissolution must take place within 14 days of the conclusion of the Agreement.
3. If the Consumer Client notifies Little Dutchies via email or by submitting the online return form that they are invoking their right of withdrawal, Little Dutchies will send the Consumer Client an acknowledgment of receipt via email upon receiving this notification.
4. After the Consumer Client has made the notification as described in Article 5.3, the Consumer Client must return the Product to Little Dutchies within 14 days of this notification. The Product should preferably be returned in its original packaging.
5. The shipping costs for returning the Product shall be borne by the Consumer Client. These shipping costs are estimated to be a maximum of €8.75.
6. The Consumer Client may also return the Product to Little Dutchies within the cooling-off period as described in Article 5.1 without first notifying Little Dutchies that they are invoking their right of withdrawal. In such a case, the Consumer Client must enclose a statement with their return shipment showing that they are invoking their right of withdrawal.
7. If the Consumer Client invokes their right of withdrawal, the Consumer Client must return the Product to:
Little Dutchies
Jesse Owenshof 66
1034 WT Amsterdam
Netherlands
8. If the Consumer Client invokes their right of withdrawal, they must handle the Product with care during the cooling-off period. The Consumer Client will only inspect and use the Product to the extent necessary to establish the nature and characteristics of the Product. The guiding principle is that the Consumer Client may only inspect the Product as they would be allowed to do in a retail store.

9. The Consumer Client is liable for any reduction in the value of the Product resulting from a way of handling the Product that goes beyond what is permitted in Article 5.8. This reduction in value will be deducted from the amount to be refunded in accordance with Article 5.10.
10. In the event of a dissolution as described in this Article, Little Dutchies will refund the paid purchase price + the paid shipping costs for the outward delivery within 14 days after the Consumer Client has invoked their right of withdrawal, provided that the Consumer Client has fully complied with their obligations arising from this Article. The paid shipping costs for the outward delivery will not be refunded to the Consumer Client if the Consumer Client keeps part of the order.
11. If one or more sessions are part of the Agreement that the Consumer Client dissolves in accordance with this Article, and Little Dutchies, at the express request of the Consumer Client, started executing the Agreement during the withdrawal period and has therefore provided one or more session(s) and products, the Consumer Client shall owe Little Dutchies an amount proportional to that part of the obligation fulfilled by Little Dutchies at the moment the Consumer Client invokes their right of withdrawal, compared to the full fulfillment of the obligation.
12. Little Dutchies may withhold the refund until Little Dutchies has received the Product back or the Consumer Client has demonstrated that they have returned the Product, whichever is earlier.
13. Little Dutchies will refund the Consumer Client using the same method of payment used by the Consumer Client for the original transaction, unless the Consumer Client has expressly agreed to a different method of payment. No fees will be charged for the refund.

Article 6: Execution of the Agreement

1. Every Agreement entails an obligation of means (best-efforts obligation) for Little Dutchies and not an obligation of result. The remuneration of Little Dutchies is not dependent on the result. Little Dutchies does not guarantee that its work will achieve the intended result.
2. Little Dutchies has the right to engage third parties, such as hired independent contractors, for the execution of the Agreement without notice to the Client.

Article 7: Rates, Invoicing, and Payment

1. **Fixed-Price Model:** All standard educational tracks are sold according to a transparent fixed-price model. Prices include the assigned 60-minute sessions, designated products, progress reports, and diplomas as specified per support level (*Essentials, Starter, or Full Expedition*).
2. **B2C Payments:** Invoices to Consumer Clients must be paid in full prior to scheduling the first official Session or Consultation, unless payment in installments has been agreed in writing. The various payment options for orders placed via the Website are clearly stated on the Website.

3. **B2B Invoicing & Corporate Volume Terms:**

- Business Clients purchasing large volume blocks of 'Starter Packs' or 'Consultations' receive a standard corporate volume discount of 10% to 15%, depending on the size of the volume contract.
 - Invoices to Business Clients are subject to a strict payment term of 30 days from the invoice date, unless the Parties have agreed otherwise in writing.
 - For integrations on the corporate intranet (Preferred Vendor Protocol), families who claim services directly via individual budgets are bound by the standard advance individual invoicing terms, unless centralized monthly corporate invoicing has been authorized.
4. Invoices will be sent to the Client via email.
5. Any objection regarding an invoice must be submitted to Little Dutchies in writing and with substantiation within 14 days of the invoice date, under penalty of forfeiture of rights. Such an objection does not suspend the Client's payment obligation.

Article 8: Geographical Service Area and Travel Surcharges

1. Little Dutchies' service area encompasses the municipal zones of Amsterdam, Amstelveen, and Diemen.
2. For destination addresses falling outside the aforementioned service area or requiring specialized travel infrastructure, Little Dutchies reserves the right to charge an explicit, transparent travel surcharge, which will be clearly communicated to the Client prior to the conclusion of the Agreement.

Article 9: Location, Session Management, Scheduling, and the 24-Hour Cancellation Policy

1. **Location:** The Session is given at the location where the Child resides. If, due to unforeseen circumstances, providing a Session at this location is undesirable or impossible, for example due to government measures, Little Dutchies has the right to adapt the Agreement to the situation and provide the Session remotely, using a digital platform.
2. **Operational Breakdown of 60 Minutes:** To ensure an optimal educational transition, each physical Session is structured as follows:
 - **The Warm-up (5–10 minutes):** Facilitates real-time alignment between Teacher and parent, cultural consultation, and a smooth transition for the Child.
 - **The Adventure (45 minutes):** Pure language immersion via targeted, play-based learning instruction modules.
 - **The Debrief (5–10 minutes):** Analysis of milestones and concluding documentation thereof.
3. **The 24-Hour Policy for Rescheduling:** If a Session needs to be modified, postponed, or delayed due to illness, logistical shifts, or an emergency, the Client must inform Little Dutchies in writing at least 24 hours prior to the start of the Session.

4. **Late Cancellations and Forfeiture:** Sessions cancelled with less than 24 hours' notice will be considered a completed Session and will be charged at the full rate.
5. **Client Lateness and Delayed Arrival Threshold:** Teachers work on a tight, consecutive travel schedule. If the Client or the Child is not present at home or does not open the door at the exact scheduled start time of the Session, the following rules apply:
 - **a. The 15-Minute Waiting Policy:** The Teacher will wait a maximum of fifteen (15) minutes after the scheduled start time at the location. During this period, the Teacher will make reasonable attempts to contact the Client by phone or digitally.
 - **b. Time Deduction:** If the Client arrives or grants access within this 15-minute window, the Session will proceed but will still end exactly at the originally scheduled end time. The lost time will not be compensated or added to the end of the Session.
 - **c. Absolute Forfeiture:** If the Client is more than fifteen (15) minutes late, the Teacher is authorized to leave the location. The Session will be classified as a "No-Show," will be completely forfeited by the Client, and will be invoiced at the full rate.
6. **Teacher Lateness and Compensation Protocols:** Although Little Dutchies prides itself on absolute punctuality, occasional delays may occur due to unpredictable disruptions in public transport, car breakdowns, or traffic congestion in urban expat hubs.
 - **a. Duty to Communicate:** If a Teacher expects to be delayed by five (5) minutes or more, they will notify the Client as soon as possible via SMS or phone.
 - **b. Catch-up Framework:** If a Teacher arrives late, they will offer to complete the full 60-minute Session duration immediately following the delayed start time, provided that the Client's schedule permits this extension.
 - **c. Compensation Credit:** If the Client cannot accommodate the extension on that specific day due to prior commitments, the Session will end at the standard time. The missing minutes will be systematically tracked by management and will be added to a subsequent Session or credited at the end of the package cycle as an additional pro-rata catch-up block.
7. **Illness or Incapacity of the Teacher:** In the event that a Teacher is unable to provide a scheduled Session due to sudden illness or force majeure, Little Dutchies will inform the Client as soon as possible, aiming for a minimum notice period of two (2) hours before the start of the Session. Little Dutchies will make every effort to propose an alternative catch-up date free of charge or provide a qualified replacement Teacher within fourteen (14) working days of the cancelled Session.
8. **Threshold for Chronic Rescheduling:** To ensure educational consistency and operational stability, a Client is permitted to submit a maximum of three (3) requests to reschedule a Session per individual Package. Upon a fourth (4th) rescheduling request by the Client, the scheduling system will be locked, and the Package will be flagged for an administrative review. Little Dutchies will contact the Client for an alignment evaluation and reserves the right to charge a €25 administrative fee per subsequent modification or to terminate the remaining package schedule.



9. **Expiration Date of B2B Corporate Vouchers:** Prepaid corporate welcome packages or corporate vouchers issued to employees must be activated within twelve (12) months of corporate issuance. Unused corporate vouchers after this timeframe automatically expire without cash refunds or corporate credits, unless agreed otherwise in the contract.

Article 10: Mandatory Parental Presence and Safety Assurances

1. **No Childcare Facility:** Little Dutchies provides specialized language guidance, primary school curriculum integration, and academic coaching. Under no circumstances does it function as a childcare organization, childminder agency, or babysitting service.
2. **Adult Presence Required:** A parent, legal guardian, or designated adult caregiver (aged 18 or older) must remain present in the home for the entire, uninterrupted duration of the 60-minute Session. If a Teacher notes that no responsible adult is present at the location, the Session will be terminated immediately. The Session will then be completely forfeited, and no refunds or partial credits will be provided.
3. **Right to Immediate Withdrawal for Safety:** Little Dutchies maintains a zero-tolerance policy regarding workplace hostility, aggression, discrimination, or unsafe domestic situations. If a Teacher at any time during a Session experiences a situation in which they do not feel safe—such as due to the presence of an (aggressive) pet, feeling physically or verbally threatened, encountering dangerous domestic conditions, or experiencing inappropriate behavior directed towards them—the Teacher is authorized to terminate the Session immediately and leave the location without prior warning.
 - **a. Formal Reporting Obligation:** After leaving the location, the Teacher must submit a formal, written "Immediate Incident Report" to Little Dutchies' management within four (4) hours of the occurrence, detailing the specific factors that prompted the withdrawal.
 - **b. Financial Forfeiture:** The terminated Session will be invoiced at the full rate, and Little Dutchies reserves the right to unilaterally cancel all remaining Sessions in the Package without refund to the Client.
4. It is the Client's responsibility to ensure that the Teacher can conduct the Session in the home without disruption.
5. The Client must refrain from behavior that makes it impossible for the Teacher to properly execute the Session.

Article 11: Sibling Progress and Coordinated Group Formation

1. To safeguard the integrity of Little Dutchies' play-based curriculum, Sessions are exclusively structured on a strict one-on-one basis. Teachers are not permitted to combine multiple siblings into a single joint Session.
2. Families with multiple children can schedule consecutive, back-to-back individual hours on the same calendar day to qualify for Sibling Adventure Rates (20% discount on the second package choice; 30% discount on third and subsequent choices).

Article 12: Intellectual Property and Dedicated Materials

1. All intellectual property rights to all physical or digital goods provided by Little Dutchies — including but not limited to Picture Word Cards, *The Bridge Book*, branded bags, advisory reports, pedagogical frameworks, and customized digital summaries — shall remain exclusively vested in Little Dutchies.
2. Clients are granted a non-exclusive, non-transferable, revocable license to use the aforementioned materials for the private personal development of the Child. Under no circumstances may Clients copy, reproduce, resell, or distribute these goods to external third parties.
3. If the Client acts in violation of the intellectual property rights of Little Dutchies, the Client shall be liable for all damages suffered by Little Dutchies as a result, including loss of turnover.

Article 13: Limitation of Liability, Indemnification, and Limitation Period

1. Little Dutchies cannot be held liable for compensating any damage that is a direct or indirect consequence of:
 - a. an event that is in fact beyond its control and thus cannot be attributed to its acts and/or omissions, as inter alia described in Article 14.
 - b. any act or omission of the Client, their subordinates, or other persons employed by or on behalf of the Client, or of the Child.
2. Little Dutchies guarantees that all assigned Teachers are fully certified primary school teachers or highly qualified language experts working within verified pedagogical frameworks. However, the pace of learning varies per child. Little Dutchies does not guarantee specific results, school placements, or absolute levels of fluency. Little Dutchies can never warrant that the Package and/or the Product will lead to the result desired by the Client. Little Dutchies is not liable if the result arising from the work does not meet the Client's expectations.
3. The Client is responsible for the accuracy and completeness of the data provided by them. Little Dutchies is never liable for any damage caused (in part) because the data provided by the Client is incorrect and/or incomplete.
4. Little Dutchies is not liable for damage resulting from cybercrime.
5. Little Dutchies is not liable for any direct or indirect damage, physical damage to the Client's property, loss of property, or personal injury occurring in the Client's home or on their premises during a Session, except in cases of intent or gross negligence on the part of the Teacher. The Client is personally responsible for insuring (valuable) items in their home.
6. Little Dutchies is not liable for errors made by a third party engaged by Little Dutchies in the execution of the Agreement. The applicability of Article 6:76 of the Dutch Civil Code (*Burgerlijk Wetboek*) is expressly excluded. If the Client suffers damage due to an engaged third party, the Client may hold that specific third party liable, and not Little Dutchies. At the Client's request, Little Dutchies will provide the Client with the details necessary to hold the third party liable. If, for any reason, the Client does not

receive compensation from the third party, the damage cannot subsequently be recovered from Little Dutchies.

7. In the event that Little Dutchies is held legally liable for any damage to the Client's property under paragraph 5 or for any other damage, such liability shall at all times be strictly limited to the amount paid out by Little Dutchies' professional liability insurance for the specific incident, or — if no insurance payout occurs — limited, to the extent not contrary to any mandatory statutory provision, to a maximum of the total amount actually paid by the Client for the specific Package during the execution of which the damage arose, or for the Product to which the liability relates.
8. The Client is solely responsible for ensuring that the home environment is safe, free from hazards, and fully prepared for active, play-based learning.
9. For Business Clients (B2B), Little Dutchies' maximum liability for claims arising out of or in connection with an Agreement shall never exceed the total amount actually paid by the Business Client to Little Dutchies under that specific Agreement during the preceding three (3) months.
10. The Client indemnifies Little Dutchies:
 - a. against all third-party claims for damage occurring due to or in connection with the execution of the Agreement, to the extent that Little Dutchies would also not be liable to the Client for such damage;
 - b. in respect of all damage suffered by Little Dutchies as a result of third-party claims arising from or related to the execution of the Agreement by Little Dutchies. The Client is bound to indemnify Little Dutchies upon first request for all costs and damages that might arise for Little Dutchies as a direct or indirect consequence of a claim brought against it by a third party as referred to in this paragraph, such as compensation paid by Little Dutchies to a third party, the costs of legal assistance, and the costs of a lawsuit.
11. Any claim for damages shall lapse for a Business Client after the expiry of 6 months following the event to which the claim relates, and in any case 6 months after the execution of the Agreement. Any claim for damages shall lapse for a Consumer Client after the expiry of 1 year from the start of the day following that on which the Consumer Client became aware of the damage, on the understanding that for legal actions based on non-conformity, a limitation period of 2 years applies, counting from the moment the Client notified Little Dutchies that the Product does not conform to the Agreement.

Article 14: Force Majeure

1. Little Dutchies is not bound to fulfill any obligation if Little Dutchies is prevented from doing so as a result of force majeure. Force majeure on the part of Little Dutchies shall inter alia exist if Little Dutchies is prevented from fulfilling its obligations under the Agreement or the preparation thereof due to: internet disruptions, cybercrime, power outages, disruptions in email traffic, extreme or unexpected weather conditions, natural disasters, traffic obstructions, car breakdowns, strikes, boycotts, war, threat of war, terrorism, theft, fire, epidemics, pandemics, government measures, illness or personal (family) circumstances of the Teacher, errors in

software, websites, or (online) services of third parties, and changes in laws or regulations.

2. If Little Dutchies cannot execute the Agreement, cannot do so fully, or cannot do so in a timely manner due to force majeure, Little Dutchies shall not be liable for any damage suffered by the Client as a result, and Little Dutchies shall have the right to suspend execution of the Agreement or to dissolve the Agreement in whole or in part.
3. If the Agreement is (partially) dissolved due to a force majeure situation or if the execution of the Agreement is suspended due to a force majeure situation, the fee for the part of the Agreement already executed remains due.

Article 15: Special Educational Needs (SEN) and Integrity of Learning Goals

1. **Obligation of Prior Disclosure:** The Client is obligated to disclose in writing, during the initial virtual coffee session or prior to the first Session, any (suspected) cognitive, mental, behavioral, physical, or auditory challenges that may impact the Child's learning style or language acquisition capability.
 - **a. Preventive Adaptation:** Upon disclosure, Little Dutchies will evaluate whether an adaptation is possible. This may include: modified pricing, extension of the standard package duration, modification of milestone targets, or refusing service if the required support falls outside the standard educational framework of Little Dutchies' Teachers. The Client will be notified of this in writing. If the Client does not agree with the adaptation, the Client has the right to dissolve the Agreement free of charge.
2. If the Client decides to proceed after Little Dutchies has indicated that these structural challenges exist, the standard learning goals of the Package (e.g., the milestone of 25 active words) shall no longer apply.
3. **Educational Needs Discovered During the Package:** If the Client fails to disclose relevant educational or developmental needs, and the Teacher assesses during a Session that the Child has Special Educational Needs (SEN) that prevent the safe or effective achievement of curriculum goals, or require specialized experience that the Teacher does not possess, Little Dutchies reserves the right to discontinue services immediately.
 - **a. Administrative Intervention:** Little Dutchies' management will contact the parent within forty-eight (48) hours of the Teacher's assessment to discuss the pedagogical mismatch.
 - **b. Contractual Dissolution:** If the Parties cannot reach a solution and/or if Little Dutchies does not have a suitable replacement Teacher available, the Agreement will be dissolved. The Client will receive a pro-rata refund exclusively for any unexecuted Sessions that are part of the Package.

Article 16: Privacy

1. Little Dutchies treats all personal family data, child profiles, transition evaluations, and corporate employee identifiers with strict confidentiality and in full compliance with the General Data Protection Regulation (GDPR / AVG) and relevant Dutch privacy legislation. For more information on the manner in which Little Dutchies processes personal data as a data controller, the Client can consult Little Dutchies' privacy statement on the Website, see <https://littledutchies.nl/privacyverklaring/>.
2. Under no circumstances will individual children's results or employees' personal data be traded, shared, or disclosed to third-party marketing companies. Reports prepared for schools (advisory reports) will only be sent with explicit parental consent.

Article 17: Suspension and Dissolution

1. Little Dutchies is authorized to suspend the execution of the Agreement with immediate effect without being liable for any compensation to the Client if:
 - a. after concluding the Agreement, circumstances have come to Little Dutchies' knowledge that give good reason to fear that the Client will not fulfill their obligations; or
 - b. the Client does not fulfill their (payment) obligations;
 - c. a dangerous situation occurs at the location where the Agreement is executed, or there is a significant risk that a dangerous situation will occur.
2. Little Dutchies is authorized to dissolve the Agreement (in part) by means of a written statement without judicial intervention and without any compensation being due, if:
 - a. the Client fails to comply, or comply fully, with the (payment) obligations under the Agreement and the Client has failed to respond to a warning notice sent. The warning notice may be omitted if compliance is permanently impossible;
 - b. the Client requests a suspension of payments (*surseance van betaling*) or if this is granted to the Client, in the event that the Client is declared bankrupt or a petition thereto is filed, in the event that the Client is unable to pay their debts, proceeds to terminate or liquidate their business, is placed under guardianship, or if a receiver/administrator is appointed;
 - c. circumstances arise of such a nature that compliance with the Agreement is impossible or can no longer be required according to standards of reasonableness and fairness, or if circumstances otherwise arise of such a nature that unaltered maintenance of the Agreement cannot reasonably be expected.
3. If the Agreement is dissolved or its execution is suspended, all work performed up to the moment of dissolution or suspension will be charged to the Client by Little Dutchies, without prejudice to Little Dutchies' right to claim damages from the Client suffered by Little Dutchies due to the dissolution or suspension, including loss of turnover and additional costs incurred.

4. Little Dutchies is not liable for any damage suffered by the Client because Little Dutchies terminated the Agreement prematurely or suspended execution of the Agreement in accordance with this Article.

Article 18: Resolution of Complaints, Applicable Law, and Competent Court

1. Little Dutchies is committed to resolving any client friction or dissatisfaction amicably. Any complaints must be submitted in writing to Helen Smith within seven (7) working days of the incident. Little Dutchies will make every effort to issue a formal review and response within five (5) working days to arrive at a reasonable solution.
2. These General Terms and Conditions, all quotations from Little Dutchies, all agreements, and other legal acts between the Parties shall be exclusively governed by Dutch law.
3. All disputes that cannot be resolved through mutual consultation shall be submitted exclusively to the competent court in Amsterdam, the Netherlands. The Consumer Client has 1 month after Little Dutchies has invoked this clause in writing against the Consumer Client to choose resolution of the dispute before the court that is competent according to the law.