

IOI Center

General Terms & Conditions, Privacy Policy & Cookies

English translation, with two new clauses added marking a 12-month expiry period for prepaid sessions and purchased programs (highlighted in gold below for review). Original Dutch version last modified 1 May 2025; this English version, including the new expiry clauses, last modified 22 September 2026.

General Terms & Conditions

1. Definitions

In these General Terms & Conditions and Privacy Statement:

- "The Hypnotherapist": Awa Prenilla, operating under "IOI Center," offering services in coaching, hypnotherapy, consultations, and related work under these Terms.
- "Client": Any natural or legal person engaging the hypnotherapist to provide coaching, hypnotherapy, consultation, and related services.
- "Services": All work undertaken pursuant to or arising from the client's engagement, in the broadest sense.
- "Acceptance/Registration": The client's indication of using one or more services, via WhatsApp or email.
- "Therapist/Coach": The person executing the client's engagement.
- "Agreement": Any arrangement between client and hypnotherapist for service provision.
- "Privacy Statement": Specifies which personal data IOI Center collects, uses, and for what purposes.

2. General

IOI Center provides sessions conducted online or in person, plus online coaching programs and live/online hypnosis training.

3. Applicability of These Terms

These Terms apply to all quotes, invoices, agreements, and subsequent engagements where the hypnotherapist provides services. They apply equally where third parties assist in service delivery. Modifications require written agreement. Client's purchasing or other terms do not apply unless expressly accepted in writing. If any provision becomes invalid, others remain enforceable; parties shall negotiate replacement language consistent with the original intent.

4. Agreement Performance

The hypnotherapist commits to executing services diligently, protecting client interests, and achieving useful results consistent with professional hypnotherapy standards. Services occur online or in person. The hypnotherapist is not a physician, psychiatrist, psychologist, or dietitian, providing no medical diagnoses, prescriptions, or medical services. All therapies employ documented, accepted hypnotherapy methods. Clients must provide complete, accurate information timely, follow given advice, apply offered tools, and maintain regular contact regarding progress.

5. Guarantees

No therapy offers guarantees; individuals respond differently to treatment as to medication. No therapist, including physicians, specialists, or hypnotherapists, can guarantee results. Claiming guaranteed outcomes would be unethical. The hypnotherapist guarantees only best efforts; clients share responsibility for outcomes.

6. Consultation Appointments

Clients should schedule consultations in writing via phone or email, providing necessary information: name, address, location, phone, email, or information about the person for whom the appointment is made. Relevant clinical information should be disclosed. Upon incomplete, inaccurate, or untimely information, the appointment is automatically cancelled. Client must immediately pay any incurred costs. Pre-paid sessions are non-refundable if unused but may be transferred to another person.

New: Pre-paid sessions must be used within 12 months of the date of purchase. Sessions not used within this 12-month period expire and are no longer valid.

7. Pricing

Before treatment begins, IOI Center communicates applicable fees orally or in writing, exclusive of VAT or other legal levies. Price increases may occur following unforeseen circumstances post-agreement. IOI Center reserves the right to adjust fees on January 1 annually.

8. Program Registration

Registration via www.awaprenilla.com or contact@awaprenilla.com constitutes program acceptance and acceptance of cancellation terms effective upon IOI Center's receipt. Confirmation arrives within 72 hours. Program costs include course materials and guidance. Cancellation costs are participant's responsibility.

New: Purchased programs must be started or completed within 12 months of the date of purchase. Programs not used within this 12-month period expire and are no longer valid.

9. Client Payments (International Payments)

Full payment must be transferred in advance to NL90 KNAB 0613 4098 92 before the first consultation. Payment must arrive before service commencement; non-payment prevents consultation. International clients may arrange alternative payment methods (international transfers, credit card, PayPal) if pre-agreed; transaction costs are client's responsibility.

10. Tariff Determination Reserve

Fees are established based on client numbers and relevant available data. The hypnotherapist reserves the right to adjust fees if circumstances require; changes are communicated immediately via email or WhatsApp.

11. Client Cancellation

Cancellations must be made in writing to contact@awaprenilla.com.

a. Consultation Cancellation

Free cancellation if made 3+ days in advance. Cancellation within 3 days incurs charges: 50% of the consultation fee for 3-1 days prior; 100% for less than 24 hours prior.

b. Program Cancellation

- More than 4 weeks (28 days) prior: 20% of the total due for administrative costs
- Less than 2 weeks (14 days) prior: entire amount due
- Participants may be replaced by unregistered individuals (with intake) until 5 days before commencement
- Insufficient registrations allow IOI Center to cancel, notifying participants by email 5+ days prior

12. Hypnotherapist Cancellation or Postponement

The hypnotherapist may cancel or postpone consultations due to unforeseen circumstances or force majeure, notifying clients immediately via email/WhatsApp or phone. Upon cancellation, outstanding amounts are waived; advance payments are refunded within 14 days. Upon postponement, clients remain responsible for fees. No compensation for damages or expenses may be claimed.

13. Client Appointment Postponement

Postponement via phone, WhatsApp, or email requires confirmation. Free postponement if 3+ days' notice is given. Postponement within 3 days incurs administrative fees: €17.50 for 72-24 hours prior; €35.00 for less than 24 hours prior.

14. No-Show

Clients failing to attend forfeit refunds and remain liable for fees. Existing payment arrangements immediately terminate; outstanding balances are immediately due. Extra costs incurred by the hypnotherapist become the client's responsibility unless a prior written alternative arrangement exists (standard terms require full advance payment).

15. Liability

Consultation participation occurs entirely at the client's risk. The hypnotherapist bears no liability for unforeseeable damage, loss, accidents, or circumstances. Clients are personally liable for any damage caused during participation. Clients should maintain liability insurance.

Advice/guidance is results-oriented without guaranteeing results. The hypnotherapist excludes all liability for damage, injury, or illness arising from following IOI Center advice. IOI Center is not responsible for consequences arising from inaccurate information due to undisclosed health aspects.

By accepting IOI Center's advice, clients acknowledge:

- IOI Center is not a physician, medical specialist, or recognized medical provider
- Services complement recognized healthcare disciplines
- Services do not replace medical treatment
- IOI Center services never include diagnoses (only physicians/specialists provide these)
- Services are voluntary, without guarantees
- Clients should not discontinue medical treatment or prescribed medication without physician/specialist supervision
- Coaching and hypnotherapy do not replace medical or mental health care
- Treatments occur online or in person
- Clients continue medical treatment and medications at their own responsibility; IOI Center provides no medication advice

16. Personal Development Through Participation

Participation may facilitate transformation and growth. The hypnotherapist bears no liability for consequences of any kind arising from consultation participation.

17. Video/Audio Recordings

The hypnotherapist may record sessions for quality purposes only, never for marketing without client consent. Recordings are not shared with or provided to clients.

18. Intellectual Property

IOI Center retains all rights to advice, therapeutic recordings, plans, documents, images, and related information/knowledge. These materials may not be copied (except for internal client use), shared, or disclosed without written IOI Center consent, nor used for purposes other than those provided.

19. Complaints Procedure

Dissatisfied clients must notify the hypnotherapist within 1 month of the complaint's origin, in writing, to contact@awaprenilla.com.

20. Personal Data Access and Correction

a. Request Submission

Clients may freely request access to or correction of personal data at reasonable intervals in writing. Requests must be dated, signed, and include the requester's full name, initials, and address. Requests by legal representatives or agents require proof of authorization or a signed power of attorney. The representative's/agent's full details must be included. Correction requests require prior data access. Correction requests specify the desired changes. Submit requests to contact@awaprenilla.com.

b. Costs

No charges apply to access or correction requests.

c. Receipt Confirmation

IOI Center sends confirmation within five working days, indicating the processing timeframe.

d. Request Eligibility Review

IOI Center verifies request compliance. Non-compliant requests allow a two-week correction period; uncorrected requests are rejected.

e. Access Request Execution

Within four weeks of receiving a compliant request, IOI Center communicates what personal data it processes and whether/to what extent access is granted. If granted, IOI Center establishes a date/time for data review. Requests may be wholly or partly refused if necessary to protect the client's or others' rights/freedoms.

f. Correction Request Execution

IOI Center honors correction requests only for factually inaccurate data or data that is incomplete, irrelevant, or non-compliant with legal provisions. Within four weeks of receiving a correction request, IOI Center communicates compliance status in writing, explaining any refusal. Approved corrections are promptly executed.

g. Appeal

Disagreeing clients must submit written objections within four weeks. IOI Center notes clients' right to petition the court for enforcement of access/correction requests.

21. Contact Information

IOI Center

Phone: +31 (06) 5767 3583

Email: contact@awaprenilla.com

Contact Person: Awa Prenilla

Chamber of Commerce: 80693229

Bank Account: NL90 KNAB 0613 4098 92, for IOI Center

22. Modifications / General

Modifications:

The hypnotherapist may modify treatment, dates, times, and/or locations if circumstances require.

General:

Matters not covered herein are decided by the hypnotherapist. These Terms are available upon request from Awa Prenilla. These Terms apply at all times free of charge.

23. Materials

All course materials and communications belong to IOI Center and may not be distributed or copied without consent.

24. Applicable Law and Jurisdiction

For clients outside the Netherlands, Dutch law applies unless mandatory local law provides otherwise. IOI Center reserves the right to resolve disputes via arbitration or mediation if parties are in different jurisdictions.

25. International Service Provision

IOI Center operates under Dutch law from the Netherlands, offering services online, in person, and at international events. For non-Dutch clients, services constitute complementary assistance only, not a replacement for medical or psychological care.

All IOI Center agreements are exclusively governed by Dutch law. Any disputes are submitted solely to the competent Dutch courts.

Privacy Policy

1. General

IOI Center values protecting the personal data you provide. We believe informing you about data usage and offering choices regarding its use is important. Please read this privacy policy carefully.

2. Scope of This Privacy Policy

IOI Center processes personal data through your use of the service and direct provision. Data processed includes:

- First and last name
- Address information
- Phone number
- Email address
- Birth date
- Data actively provided via therapy intake forms or online services
- Website activity data

3. Processing Purposes and Bases

IOI Center processes personal data for:

- Payment processing
- Newsletter/promotional materials distribution (names/emails added only upon service use or voluntary signup; each newsletter includes unsubscribe links; subscriber lists are not shared)
- Contacting you when necessary for service delivery
- Informing you of service/product changes
- Account creation options
- Evaluation purposes
- Website behavior analysis via Google Analytics to improve offerings and tailor products/services to preferences
- Monitoring user experience via Google Analytics and tag manager tracking of website usage; information, including IP addresses, is transferred to US-based Google servers for storage. See Google's privacy policy for details. Google uses this to track usage, provide reports, and inform

advertisers of campaign effectiveness; Google may share information with third parties when legally required or as a processing agent

- Legal compliance (e.g., tax documentation)
- Facebook, Instagram, TikTok: these platforms have buttons promoting/sharing pages; code from these providers places cookies (see Cookies below). Review their privacy statements regarding personal data handling
- For non-EU clients, data processing complies with GDPR requirements. Data may be stored outside the EU on servers from countries with an EU adequacy decision or appropriate Article 46 safeguards
- English versions of these Terms and Privacy Statement are available for non-Dutch clients upon request; the Dutch version prevails in interpretation disputes unless expressly agreed otherwise

4. Sharing Personal Data with Third Parties

IOI Center does not sell or disclose personal data to third parties for their own purposes. Financial data (credit card information, etc.) is not shared unless necessary for order processing, invoice management, or fraud prevention/mitigation.

This website contains links to other sites; review their privacy policies carefully, as they may differ from IOI Center's. Your choice to use linked services is yours alone. IOI Center shares data with third parties only when required by law.

5. Cookies and Website Tracking

Some IOI Center websites send cookies, small text files, to your computer. These are fully anonymized; we don't identify you individually, using them only for visitor counts. To block cookies, check your browser's help file for blocking instructions or warnings before cookies are placed. Visit www.cookiecentral.com for more information.

Upon first visiting IOI Center's website, you are explicitly asked via a cookie banner to consent to cookie use. Non-essential cookies are not placed without active consent. IOI Center uses tools like Google Analytics compliant with European privacy legislation.

6. Viewing, Modifying, or Deleting Data

You have the right to access, correct, or delete personal data. You may withdraw consent or object to processing by IOI Center and claim data portability, requesting that we transfer your personal data to you or another organization. To verify access/deletion requests, we may request additional identification, such as a verification email or MS Teams verification. IOI Center responds within four weeks. You may file complaints with the Dutch authority supervising data protection: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteitpersoonsgegevens/tip-ons>

7. Data Security

IOI Center takes data protection seriously, implementing appropriate measures against misuse, loss, unauthorized access, unwanted disclosure, and unlawful modification. If you suspect inadequate security or misuse, contact customer service or info@avk.nl. IOI Center has implemented:

- Security software (virus scanners, firewalls)
- TLS (formerly SSL): data is transmitted via secured internet connections (indicated by "https" and a padlock in your address bar)
- Appropriate technical and organizational measures protecting both Dutch and international clients' personal data against loss or unlawful processing

8. Your Rights

Upon sharing personal data via email, WhatsApp, or newsletter signup, you may always unsubscribe; all data is then removed from our system. Each newsletter includes an unsubscribe link enabling easy modification or deletion of your data.

Cookies

Cookie Policy

IOI Center uses cookies to improve your online experience and tailor website content to your needs and preferences. You may refuse cookie installation, but certain parts of the site may not function optimally. Continued browsing without changing your settings, and clicking “Accept Cookies,” indicates your acceptance.

If signed into a Google account, Google may link your collected data to your other Google activity. For signed-out users, data is stored using unique IDs linked to their browser, app, or device. Review Google's privacy policy for details.

What Is a Cookie?

A cookie is a small text file stored in your computer's or mobile device's browser by a web server when you visit a website. The cookie contains a unique code enabling browser recognition during the current visit (session cookies) or later visits (persistent cookies). Cookies are placed by the visited website's server or partner websites. Website servers can read only their own cookies; they cannot access other information on your computer or device. Cookies are stored in your browser folder. Cookie contents typically include the server name, an expiration date, and a unique encrypted code.

Cookies generally make interaction between visitors and websites easier and faster, helping with navigation and content relevance. The same applies to website advertising, enabling customization to visitor preferences and needs.

Cookie Management

You may refuse cookies via your browser settings. This site explains how to refuse cookies in popular browsers. You may delete previously installed cookies at any time.

Cookie personal data remains on the user's computer; no one else should access it. We remind you of our Privacy Policy as described above.

Google Services

Our website places cookies from US-based Google as part of its “Analytics” and “ads” services. We track and report website usage and place targeted advertisements on Google products you use. This processor may be legally required to disclose data. If you prefer not to use cookies, block them via your browser toolbar. You can disable Google cookies at Google's Ads Settings. You may also opt out of third-party cookies via the Network Advertising Initiative's opt-out page, or adjust device-ID usage in your device settings.

Note: refusing or deleting cookies may prevent full functionality of awaprenilla.com.

Modifications and Questions

IOI Center reserves the right to periodically modify these Terms, Privacy, and Cookie Policies. Questions? Contact contact@awaprenilla.com or +31 (6) 5767 3583.

IOI Center

Awa Prenilla

Hypnotherapist/Coach

This English version, including the two new 12-month expiry clauses, was last modified on 22 September 2026. The original Dutch version was last modified on 1 May 2025.