MAMA THRIVE

Terms and Conditions

Mama Thrive is based at Leeuwenburgstraat 3, 1384 LG in Weesp, registered with the Dutch Chamber of Commerce (KvK) under number 78005965, represented by Fayette Bosch.

These Terms and Conditions apply to all services offered by Mama Thrive, including birth support, postpartum support and coaching. By signing the service agreement, you agree to these terms.

Last updated: May 2026

Article 1: About Mama Thrive & working method

- Mama Thrive is represented by Fayette Bosch and offers professional support and coaching in the areas of pregnancy, birth, postpartum and motherhood. Mama Thrive supports women (and their partners) from pregnancy through to a strong physical and mental recovery and a confident start to parenthood.
- Mama Thrive is certified by the Doula Academie (2025), the NBvD (Dutch Professional Association for Doulas) and by Divine Ayurveda as an Ayurvedic Coach & Therapist, and actively maintains these certifications in accordance with the applicable requirements.
- Mama Thrive stays up to date through professional literature and regular training in the areas of pregnancy, birth, the postpartum period and matrescence. Relevant knowledge is shared with the client, where helpful.
- Mama Thrive works in accordance with the Doula Academie's code of conduct and provides services in a professional, caring and respectful manner, with attention to the client's parenting style, choices and cultural and/or religious beliefs.

As a doula:

- Mama Thrive offers emotional, physical and mental support during pregnancy, birth and the postpartum period. Mama Thrive is not a clinical care provider and does not carry out medical procedures, such as measuring blood pressure, listening to the baby's heartbeat or other medical checks. Mama Thrive does not make medical diagnoses.

- All information and advice are not intended to replace professional medical advice or treatment. The client is always encouraged to consult her own care provider.

As a coach:

- Coaching focuses on sharing knowledge, personal growth, self-awareness and strengthening your own sense of agency, from a holistic approach. It is not therapy or psychological treatment.
- If signs arise that call for professional psychological or medical help, Mama Thrive refers the client to a suitably qualified professional.

- For all services, the client remains at all times responsible for the choices she makes based on the information and advice provided.

Article 2: Confidentiality & Privacy

- All personal information shared by the client in connection with the services is treated confidentially and never shared without the client's express consent.
- Photos and/or videos of the client and/or baby are only taken and shared with the client's express consent, unless otherwise agreed in writing.
- During a visit, Mama Thrive may take atmospheric images of the surroundings, such as food, rituals, the nursery or materials, in which the parent and child are not visible. These may be shared on social media. If the client does not wish this, she should indicate so at the start of the collaboration.
- Mama Thrive complies with GDPR legislation (in effect since 25 May 2018). The current privacy statement can be found at www.mamathrive.nl.

Article 3: Liability

- Mama Thrive is committed to providing high-quality support but does not guarantee specific outcomes.
- Mama Thrive is not liable for damage arising from choices the client makes based on the information or advice provided.
- Participation in all forms of support is at the client's own responsibility.

Article 4: Financial arrangements

- All rates include VAT, unless otherwise stated in the service agreement.
- Upon signing the service agreement, 50% of the total fee is due as a non-refundable deposit. The booking is confirmed once this deposit has been received.
- The remaining 50% must be paid by week 30 of the pregnancy, unless otherwise stated in the service agreement.

- After the end of the trajectory, a final invoice follows for travel costs (€0.30 per km), parking costs and any other costs incurred.
- All invoices must be paid within 14 days of the invoice date, unless otherwise agreed in writing.
- In the event of non-payment, Mama Thrive reserves the right to suspend services until payment has been received.

Article 5: Cancellation and termination

- Cancellation is possible up to week 30 of the pregnancy at the latest, unless otherwise stated in the service agreement. The deposit is retained in all cases. After week 30, the full fee is due.
- The only exception to this is hospitalisation of the client or her baby; in that case, Mama Thrive will assess the situation at its own discretion.
- If Mama Thrive terminates the agreement, the deposit will be refunded immediately and in full.
- Mama Thrive reserves the right to terminate the agreement with immediate effect if safety is at risk or if mutual trust has been seriously damaged. Mama Thrive always aims to discuss this first.

Article 6: Client obligations

- The client informs Mama Thrive promptly of relevant changes, such as a revised due date, a planned caesarean section or induction date.
- The client provides all relevant medical information related to the pregnancy and/or postpartum period, including allergies, illnesses and identified risk factors.

Article 7: Intellectual property

- All materials provided by Mama Thrive, including the recovery guide, the postpartum plan, recipes, exercises and other content, remain the property of Mama Thrive at all times.
- These materials may not be copied, distributed or used commercially without Mama Thrive's prior written consent.

Article 8: Complaints & disputes

- If you are not satisfied with my support, please raise it with me first, so that we can look for a solution together. You can email me at fayette@mamathrive.nl. You are also welcome to contact the complaints officer directly; you do not need to speak to me first.
- Through SoloPartners, Mama Thrive is affiliated with a recognised complaints procedure in accordance with the Dutch Quality, Complaints and Disputes in Healthcare Act (Wkkgz).

You can contact the independent complaints officer free of charge, verbally or in writing, at klachten@cbkz.nl or by post: CBKZ, attn. Klachtenfunctionaris SoloPartners, Antwoordnummer 570, 4200 WB Gorinchem, the Netherlands.

- A complaint will be resolved as soon as possible and no later than six weeks after it is received. This period may be extended by a maximum of four weeks.
- If we cannot resolve the matter together, you can submit a dispute to the recognised disputes committee Geschillen In De Zorg (GIDZ) in Gorinchem. GIDZ issues a binding decision and can award compensation of up to €25,000.
- Dutch law applies to these Terms and Conditions.

By signing the service agreement, the client declares her agreement with these Terms and Conditions. The current version can be found at www.mamathrive.nl.