

General Terms and Conditions Stichting Vrouwenrechtswinkel Maastricht

Valid as of September 1, 2025

General

- 1.1. These general terms and conditions apply to all services provided by Stichting Vrouwenrechtswinkel Maastricht (hereinafter: VRW Maastricht).
- 1.2. VRW Maastricht is a legal entity under Dutch law, in accordance with Article 2:3 of the Dutch Civil Code, with the objective of providing accessible legal advice to socially and/or economically vulnerable women.
- 1.3. In these general terms and conditions, the person who uses the services of VRW Maastricht is referred to as the “client.”
- 1.4. VRW Maastricht works together with law students from universities, colleges, and secondary vocational education institutions in the Netherlands, who are affiliated with it as volunteers (hereinafter: “volunteers”).
- 1.5. These general terms and conditions are published on the VRW Maastricht website and are also available in physical form at the address of VRW Maastricht (Franciscus Romanusweg 52, 6221 AH in Maastricht) and are provided to the client prior to or during the visit to VRW Maastricht.
- 1.6. VRW Maastricht reserves the right to unilaterally amend one or more provisions of these general terms and conditions.
- 1.7. If any provision of these general terms and conditions proves to be invalid, this shall not affect the validity and effectiveness of the rest of these general terms and conditions.

Legal Advice

- 2.1. The volunteers provide legal advice on behalf of VRW Maastricht. The volunteers operate independently and/or in groups.
- 2.2. Prior to receiving the advisory letter, the client declares that she has taken note of the general terms and conditions of VRW Maastricht.
- 2.3. A request for legal advice can be made during fixed walk-in consultation hours or by submitting a request electronically via the email address of VRW Maastricht, vrouwenrechtswinkelmaastricht@hotmail.com.
- 2.4. VRW Maastricht aims to send the client the advice letter within fourteen days of the request for legal advice being submitted. This period starts from the day after the request is submitted.
- 2.5. It is not possible to contact the volunteers at any time. Nor is it possible to contact a specific volunteer during any walk-in consultation hour.
- 2.6. In order to receive proper advice, the client must send the necessary information and documents to VRW Maastricht as soon as possible to the email address of VRW Maastricht as mentioned in Article 2.3. VRW Maastricht will treat this information with care and confidentiality. If, in the opinion of the volunteers, the client does not provide (all) the necessary information and/or documentation during the consultation hour, she may be asked to send other or additional documents to the email address of VRW Maastricht.
- 2.7. The client cannot simply rely on the accuracy of the information and advice provided by the volunteers. Whether or not to follow the advice of VRW Maastricht, regardless of where or when it was provided, is the responsibility of the client.

Conditions

- 3.1. VRW Maastricht is not obliged to provide advice and may discontinue the provision of advice at any time. Reasons for this may include (but are not limited to) (i) the issue does not fall within the areas of law on which VRW provides advice, (ii) the client conceals relevant information or (iii) the client exhibits inappropriate or aggressive behavior.
- 3.2. The services of VRW Maastricht are free of charge.

Referral to a lawyer

- 4.1. Upon request, volunteers may refer the client's request for advice to a lawyer, in which case the volunteers may suggest a lawyer with whom VRW Maastricht has a partnership. At the client's request, the case may also be referred to a lawyer with whom VRW Maastricht does not have a partnership.
- 4.2. Only after the client's consent will the client's details be forwarded to a lawyer in the context of the referral.
- 4.3. The lawyer to whom the case is referred has the right not to accept the case.
- 4.4. After referral to a lawyer, VRW Maastricht's advice ends. If the client does not agree to the referral (to one of the lawyers affiliated with VRW Maastricht or to another lawyer), VRW Maastricht's advice will nevertheless end.

Liability

- 5.1. Individuals (including volunteers) affiliated with VRW Maastricht are not personally liable.
- 5.2. VRW Maastricht is not liable for damage resulting from or in connection with the performance of work. The exclusion of liability referred to in this article does not apply insofar as the damage is the direct result of deliberate recklessness or intent.
- 5.3. In any case, VRW Maastricht is not liable for any damage if, at the time the damage occurs, the client is in default of fulfilling any obligation towards VRW Maastricht.
- 5.4. If VRW Maastricht engages a third party that is not affiliated with VRW Maastricht in connection with the advice provided to the client, VRW Maastricht is not liable for any error made by that third party. The client authorizes VRW Maastricht to accept on behalf of the client any limitation of liability stipulated by a third party.
- 5.5. A claim for compensation must be submitted within one year after the client becomes aware of the damage, on pain of forfeiture of the right to do so.

Handling of complaints

6. If the client is dissatisfied with the advice provided, she must submit a complaint as soon as possible via vrouwenrechtswinkelmaastricht@hotmail.com to the board of VRW Maastricht, who will then contact the client.

Registration of data

- 7.1. VRW Maastricht processes the client's personal data in accordance with applicable laws and regulations.
- 7.2. Data will not be provided to third parties, unless this is necessary for the handling of a case and for the improvement of services and training purposes.