Terms and Conditions

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§ 1. General information

These terms govern use of www.dagmarawroblewska.com, appointment booking and services provided by Dagmara Wróblewska. The person using the services is referred to as the Client.

Service provider: Dagmara Wróblewska - Indywidualna praktyka psychologiczna
ul. Nałkowskiej 3, 89-600 Chojnice, Poland
NIP (tax ID): 5833522937
REGON: 540087106
Email: info@dagmarawroblewska.com
Phone: +48 571 998 530

Consultations are provided by M.A. Dagmara Wróblewska, psychologist, psychodietitian and psychotherapist in cognitive behavioural therapy training. These terms are available free of charge before booking.

§ 2. Nature and scope of services

Services include psychological consultations, psychodietetic consultations and other forms of psychological support described in the current offer. Online consultations take place through Google Meet unless another arrangement is agreed before the meeting.

The service, duration and price are presented before booking. The first consultation explores the difficulties, current circumstances, needs and expectations of the Client and possible next steps. A single consultation does not automatically constitute a full psychological assessment or the beginning of long-term work.

Where a Client needs support beyond the psychologist’s competence, a consultation with another appropriate specialist may be recommended. Consultations are not an emergency or round-the-clock crisis service.

§ 3. Booking

Appointments are booked through Cal.com. A follow-up appointment may also be agreed directly by email or SMS. The Client may then receive an individual link to read the documents, provide the required confirmations and make a payment.

The booking form requests the information needed to organise the appointment, particularly the Client’s name and email address. The Client must provide accurate and current information. Detailed information about health or the presenting difficulty is not required when booking and can be discussed during the consultation.

The Client can read these terms, the Privacy Policy and the consultation rules before booking. Required statements are specified in the booking form. A contract for the consultation is concluded when booking is successfully completed and the Client receives a booking confirmation.

Appointment details and the meeting link are sent to the email address provided. For appointments arranged through an individual payment link, confirmation and release of the meeting link follow fulfilment of the conditions shown before payment, particularly receipt of the required payment. Receiving a payment link does not itself confirm that an appointment has been paid for.

§ 4. Prices and payment

The current price, service and duration are presented before booking or individually agreeing an appointment. The displayed price is the amount payable for the consultation. Paid consultations may require payment in advance. Online payments may be handled by an external payment provider, particularly Stripe. The service provider does not store full payment card details. Sales documents are issued as required by law.

Consultation prices may change. An updated price list is published on the website and in the booking system before the new prices are applied to subsequent bookings.

A price-list change does not change the price of appointments already booked or individually agreed at a specified price, including paid appointments and an agreed series of appointments with an agreed price.

During ongoing work, the price of future appointments that have not yet been agreed is communicated before those appointments are arranged. Continuing at the new price requires the Client's acceptance. Updating the price list does not create an additional charge for previously agreed appointments.

§ 5. Cancellation and rescheduling

The Client may cancel or reschedule without additional cost no later than 24 hours before the scheduled start. For later cancellation or non-attendance, the payment is generally not refunded, subject to the Client's mandatory statutory rights. A different solution may be individually agreed in exceptional and justified circumstances.

Late arrival does not automatically extend the consultation; it ends at the originally agreed time. If the service provider cancels, the Client can choose another appointment or a refund. Where technical issues on the service provider's side materially disrupt a consultation, the parties agree on continuation, another appointment or another appropriate solution.

Cancellation or a rescheduling request can be made by email, SMS or the appropriate link in the booking confirmation where available. Provide only enough information to identify the appointment; health details are not necessary. A replacement date requires confirmation by the service provider or the booking system.

§ 6. Withdrawal from a distance contract

A Client who is a consumer generally has a right to withdraw from a distance contract within 14 days of its conclusion without giving a reason. A withdrawal statement can be emailed to info@dagmarawroblewska.com.

If a consultation is to take place within that period, performance begins at the Client's express request. If the service is fully performed within the withdrawal period with the Client's prior express consent and acknowledgement that full performance will end the right to withdraw, that right ends on full performance.

If the Client withdraws after performance has started at their express request but before it is completed, a proportionate payment for services already provided may be due, as required by applicable law. The contractual cancellation rules in § 5 do not restrict statutory consumer rights.

§ 7. Online consultations

The Client needs a device capable of video calls, a stable internet connection, a microphone and, where necessary, a camera. Where possible, the Client should join from a private place where they can speak freely. If the connection is interrupted, the parties try to reconnect.

The psychologist does not record consultations without informing the Client in advance and obtaining separate express consent. The Client should also not record or distribute the consultation without the psychologist's prior agreement. Google Meet may process technical data needed to establish the call under its own data protection arrangements.

§ 8. Consent and working together

Psychological consultations are voluntary and take place with the Client's consent. The Client receives information about the purpose and nature of the consultation and can ask questions about proposed activities.

The Client may decline a question, express discomfort or discontinue future work. If additional activities are proposed, particularly a formal assessment or use of diagnostic tools, their purpose and conditions are discussed beforehand.

§ 9. Confidentiality

Information obtained by the psychologist in connection with professional work is confidential. The duty of confidentiality is not limited in time.

Confidentiality may be limited in circumstances provided by law, particularly where the health or life of the Client or another person is seriously threatened, or disclosure is legally required.

§ 10. Crisis situations

These consultations are not a round-the-clock or emergency psychological service. Immediate contact outside an agreed appointment is not guaranteed. In an immediate threat to life or health, use the appropriate emergency services or medical facility.

§ 11. Young people

The youth service is for people aged 12 and above. Work with a minor requires the appropriate consent of their legal representative, taking account of the young person's welfare, age, maturity and views.

The first appointment is with a parent or legal guardian without the young person. Before individual appointments, consent, confidentiality and what may be shared with the parent or guardian are discussed. Required consents may be collected using a Tally form sent to the legal representative.

The young person's privacy is respected as appropriate to their age and situation, alongside safeguarding duties. Confidentiality may be limited as necessary to protect their health or life or that of another person.

§ 12. Complaints

Concerns about the organisation or delivery of a service can be emailed to info@dagmarawroblewska.com. Include enough information to identify the service and describe the concern. Complaints are considered without undue delay within the period required by applicable law.

§ 13. Website use

Website content is informational and does not replace an individual consultation, assessment or medical care. Use the website lawfully without infringing others' rights or compromising its security. Text, photographs, layout and other materials are protected by law unless stated otherwise.

§ 14. Final provisions

Polish law applies to matters not covered by these terms. These terms may be updated following changes in law, the services or their organisation. Updates do not affect rights acquired before a new version takes effect. The current version is published on the website.