

General terms and conditions (shortened)

The full terms of conditions will be sent to you on demand, or retrievable through our website.

Kraam & Co |ACK /Zorgmaat /De Baker Kraamzorg operates under the National Medical Needs Agreement (LIP) for maternity care. The number of hours of care that a client is entitled to, according to this regulation, depends on household situation, challenges encountered from the pregnancy and during labour period. At least, every client is entitled to mother- and baby care. You will be contacted between 4 and 6 weeks before your due date to make an appointment for the interview and indication.

If you have a refund policy or don't have health insurance you shall be required to pay a deposit. This would cover the cost of registration, making appointments for the interview and indication. When you have no health insurance, you shall pay in advance the cost of 9 hours maternity care. Only when payment has been received, we shall consider registration to be concluded. After receiving the maternity care, you shall receive a final invoice from us on which your deposit is deducted.

For assisting the midwife during delivery at home or at the hospital we will charge at least 3 care hours. If the assistance will take longer than 3 hours, we will charge the actual hours supplied.

Cancellation shall be made in writing or by telephone. However, cancellation at short notice prior to delivery of service shall only be accepted on grounds of medical condition or exceptional situations of the client, the latter of which shall be at the discretion of Kraam & Co |ACK /Zorgmaat /De Baker Kraamzorg. In this case, there shall be no cost charged. But in event cancellation is made at short notice without basis, Kraam & Co.| ACK/Zorgmaat/ De Baker Kraamzorg shall reserve the right to charge the client the cancellation cost of € 150, -. By cancellation at the client's own request while delivery of service is in progress, the client shall be liable for the cost of the planned care.

If services are provided and damage occurs as a result, it must be reported to the organisation within 24 hours. The client has a policy excess of € 115, -.

During the maternity care Kraam & Co |ACK /Zorgmaat /De Baker Kraamzorg shall strictly adhere to the guidelines established under the law (ARBO) on work conditions. In situations where the work environment poses a threat to the health and safety of the kraamverzorgende, both in the short and long term, upon decision of Kraam & Co.| ACK /Zorgmaat/ De Baker Kraamzorg, shall the service to the client in question be terminated.

When the kraamverzorgende near or by the client, in either way, is confronted with sexual harassment, violence, aggression and/or discrimination, in any way, this shall be grounds for immediate termination of service to the client in question. Consequently, Kraam & Co |ACK /Zorgmaat /De Baker Kraamzorg on receiving a complaint on the case shall conduct investigation into it and put measures in place to avoid this occurring again in the future.

Kraam & Co |ACK /Zorgmaat /De Baker Kraamzorg in above-mentioned situation will always file a report with the Police. By termination of service for the same reason(s) shall also be considered as cancellation at own request and the number of hours planned for the maternity care shall be charged.

Every employee is bound by the law of confidentiality. In pursuance of our undertaking to provide maternity care to clients, registration of medical records and personal information shall be kept for administrative purposes. Client has the right to access her personal file.

The privacy policy is accessible at the office of Kraam & Co |ACK /Zorgmaat /De Baker Kraamzorg