

GENERAL TERMS AND CONDITIONS

Notarial interpreting services

Version: 17 July 2026

These terms apply to both Business Clients and Consumers. Where a provision applies to only one category, this is expressly stated.

Article 1 — Definitions

- 1.1** “NotarisTolk Pro”: the trade name under which Arass Outdoor VOF, registered with the Dutch Trade Register under Chamber of Commerce number 89214307, provides interpreting services.
- 1.2** “Client”: the natural person or legal entity that requests, accepts or arranges confirmation of the Assignment. The Client remains the contractual counterparty and party liable for payment, including where the service is performed for a third party or a third party is stated as the invoice addressee, unless NotarisTolk Pro expressly accepts otherwise in writing.
- 1.3** “Consumer”: a Client acting for purposes outside their trade, business or profession.
- 1.4** “Business Client”: any Client who is not a Consumer.
- 1.5** “Interpreter”: the interpreter engaged by NotarisTolk Pro who is sworn and registered in the Rbtv for the relevant language combination at the level stated in the Assignment Confirmation.
- 1.6** “Assignment”: the agreement to perform the interpreting service described in the Assignment Confirmation.
- 1.7** “Deed”: the notarial deed or notarial file to which the Assignment relates.
- 1.8** “Assignment Confirmation”: the written confirmation by email or another durable medium stating at least the date, time, location or method of performance, language combination and fee or method of calculation.

Article 2 — Applicability

- 2.1** These general terms and conditions apply to every offer, request, Assignment Confirmation, Assignment and other legal relationship between NotarisTolk Pro and the Client.
- 2.2** Deviations apply only if accepted in writing in advance by NotarisTolk Pro and only to the relevant Assignment.
- 2.3** Any terms and conditions of the Client are expressly rejected.
- 2.4** Where a provision applies only to Business Clients or Consumers, this is expressly stated.
- 2.5** Before the Assignment is concluded, the Client must have been given a reasonable opportunity to store and review these terms. By accepting the Assignment, the Client confirms having received and accepted them.

Article 3 — Services

- 3.1** NotarisTolk Pro arranges and contracts professional interpreting services for Dutch notarial appointments and directly related preparation.
- 3.2** Unless expressly confirmed otherwise in writing, the service consists solely of oral interpretation. Written translations, legal advice, tax advice, notarial advice, file review and assessment of the legal consequences of the Deed are outside the Assignment.
- 3.3** NotarisTolk Pro and the Interpreter undertake to use reasonable professional efforts and do not guarantee any particular legal, financial or notarial outcome.
- 3.4** The notary remains solely responsible for the content, explanation, validity and execution of the Deed and for determining whether and how an interpreter must be engaged under the Dutch Civil-Law Notaries Act.
- 3.5** Services for police, healthcare institutions or court proceedings are outside the standard service and are performed only if expressly confirmed in writing.

Article 4 — Bookings and Confirmation

- 4.1** A request or automated acknowledgement of receipt is non-binding and does not oblige NotarisTolk Pro to provide availability.
- 4.2** The Assignment is concluded when NotarisTolk Pro sends an Assignment Confirmation or when the Client accepts a written offer from NotarisTolk Pro.
- 4.3** The identity of the Interpreter may be communicated in the Assignment Confirmation or later. NotarisTolk Pro may replace the Interpreter with another suitably qualified Interpreter.
- 4.4** The Client must immediately verify the Assignment Confirmation and promptly report in writing any inaccuracies, including the date, time, location, method of performance, language, dialect, persons involved and type of Deed.
- 4.5** Any indicative response time, schedule or availability statement is not a strict deadline or guarantee.

Article 5 — Cancellation and Rescheduling

- 5.1** A cancellation or amendment is valid only after it has been received in writing by NotarisTolk Pro. The time of receipt is decisive.
- 5.2** Unless the Assignment Confirmation states otherwise, the Client owes the following upon cancellation:
- (a) more than 48 hours before commencement: no cancellation charge;
 - (b) between 24 and 48 hours before commencement: 50% of the agreed fee;
 - (c) less than 24 hours before commencement, after commencement, in the event of a no-show or where the Assignment cannot proceed for a cause attributable to the Client: 100% of the agreed fee.
- 5.3** The periods stated in this Article are calculated in calendar hours.
- 5.4** Rescheduling is treated as a cancellation and a new Assignment unless NotarisTolk Pro agrees otherwise in writing.
- 5.5** For Consumers, cancellation charges apply only insofar as they are reasonable in view of costs incurred, reserved capacity and lost availability, and without prejudice to the statutory right of withdrawal under Article 17.
- 5.6** If relevant documents are not supplied on time or the stated language or dialect proves incorrect and the Interpreter can therefore not ensure professional quality, NotarisTolk Pro may refuse or terminate the Assignment. To the extent permitted by law, this is treated as a cancellation attributable to the Client.

Article 6 — Fees and Payment

- 6.1** The fee and included services are stated in the Assignment Confirmation. In the event of inconsistency, the Assignment Confirmation prevails over general or previously published rates.
- 6.2** Prices quoted to Consumers include VAT. Fees quoted to Business Clients exclude VAT unless expressly stated otherwise.
- 6.3** Travel time, travel expenses, parking charges, tolls and ferry costs, urgent, evening, weekend and public-holiday surcharges, and waiting or overtime charges are payable if stated in the Assignment Confirmation or in a price list disclosed in advance.
- 6.4** The agreed fee applies to the reserved duration. Waiting time and any overrun beyond that duration are charged per commenced time unit at the rate stated in the Assignment Confirmation.
- 6.5** Changes to time, location, method of performance, language combination, Deed, scope or complexity may result in an adjusted fee. NotarisTolk Pro will notify the Client as soon as reasonably possible.
- 6.6** NotarisTolk Pro may require full or partial advance payment. If payment is not made on time, performance may be suspended or refused.
- 6.7** Invoices are payable within 14 days of the invoice date unless the Assignment Confirmation states otherwise.
- 6.8** Stating a notary, client, employer or other third party as the invoice addressee does not release the Client from payment unless NotarisTolk Pro has confirmed in writing that the third party has fully assumed the payment obligation.

Article 7 — Interpreter Conduct and Independence

- 7.1** The Interpreter performs the Assignment independently, impartially, completely, transparently, confidentially and professionally in accordance with the current Code of Conduct for interpreters under the Wbtv.

7.2 The Interpreter interprets what is said during the notarial appointment and does not provide personal legal advice, explanation or opinion. Questions concerning the content or legal consequences of the Deed must be directed to the notary.

7.3 Where Article 42 of the Dutch Civil-Law Notaries Act applies, the Interpreter attends the execution, translates the essential substance as required by law and co-signs the Deed.

7.4 The Interpreter may request repetition, clarification or a break and may discontinue the Assignment where independence, safety, confidentiality, technical quality, language or dialect suitability, or professional quality cannot be ensured.

7.5 The Interpreter is not required to disclose personal contact details to the non-Dutch-speaking participant.

Article 8 — Confidentiality

8.1 NotarisTolk Pro and the Interpreter keep confidential information received in connection with the Assignment confidential and use it only for preparation, performance, administration, quality control and compliance with legal obligations.

8.2 Information may be shared only where necessary with the assigned Interpreter, the relevant notary, necessary service providers and competent authorities. Appropriate contractual, organisational and technical safeguards apply.

8.3 The Client provides only personal data and documents for which the Client has a valid legal basis and informs the persons concerned where required.

8.4 Audio, video or screen recordings of the Interpreter or the interpreting service are permitted only with prior written consent from NotarisTolk Pro, the Interpreter, the notary and all other relevant participants.

8.5 The confidentiality obligation continues after termination of the Assignment.

Article 9 — Data Protection

9.1 NotarisTolk Pro processes personal data in accordance with the GDPR and the privacy notice published on its website.

9.2 Personal data may be processed for quotations and contract formation, matching and scheduling, preparation and performance, invoicing and debt collection, complaint handling, security, quality control and compliance with legal obligations.

9.3 Where necessary, data may be shared with the Interpreter, the notary office and processors providing booking, communication, administration or IT services.

9.4 Data is not retained longer than necessary for the purposes for which it was obtained, statutory retention obligations and the establishment, exercise or defence of legal claims. Specific periods or criteria are stated in the privacy notice.

9.5 The Client must not provide special-category personal data that is not necessary for the Assignment.

Article 10 — Liability

10.1 NotarisTolk Pro is liable only for direct loss that is the direct and foreseeable result of an attributable failure in performing the Assignment.

10.2 NotarisTolk Pro is not liable for the content, accuracy, completeness, explanation, validity or legal consequences of the Deed, acts or omissions of the notary or other third parties, or decisions made by the Client or any participant based on the Deed or discussion.

10.3 NotarisTolk Pro is not liable for loss caused by incorrect, incomplete or late information or documents, an incorrectly stated language or dialect, changes not reported in time, poor audibility, technical failures outside its control, or instructions from the notary or Client.

10.4 Liability for indirect loss, consequential loss, loss of profit, loss of savings, loss of financing, transaction loss, contractual penalties, reputational damage and third-party loss is excluded to the extent permitted by law.

10.5 Total liability is limited to the amount paid under the applicable professional or business liability insurance, plus the policy excess. If no insurance payment is made for any reason, liability is limited to the fee paid or payable for the relevant Assignment, subject to a maximum of EUR 3,000.

10.6 The limitations do not apply in the event of intent or deliberate recklessness by the management of NotarisTolk Pro, death or personal injury insofar as exclusion is not legally permitted, or to the extent mandatory consumer law provides otherwise.

10.7 For Business Clients, any right of action lapses unless the claim is reported in writing with reasons within twelve months after the Client became or reasonably should have become aware of the loss, and in any event within twenty-four months after the Assignment.

10.8 The limitations in this Article also benefit the Interpreter and all other persons engaged by NotarisTolk Pro as an irrevocable third-party clause.

Article 11 — Complaints

11.1 A complaint must be submitted in writing, with sufficient reasons, as soon as possible and preferably within 14 days after the Assignment to info@notaristolkpro.nl.

11.2 NotarisTolk Pro will in principle acknowledge receipt within five working days and handle the complaint within a reasonable period, with a target period of 30 days.

11.3 The Client must provide all information reasonably required and cooperate with the investigation of the complaint.

11.4 A complaint does not suspend the payment obligation. For Business Clients, suspension and set-off are excluded unless mandatory law provides otherwise.

11.5 Failure to complain within 14 days does not affect mandatory statutory rights of a Consumer but may affect the ability to investigate the complaint or produce evidence.

11.6 A complaint concerning the professional conduct of a sworn Interpreter may, after an attempt has been made to resolve it directly, also be submitted to the Wbtv Complaints Committee under its applicable procedure.

Article 12 — Governing Law and Disputes

12.1 The Assignment, these terms and all resulting legal relationships are governed by Dutch law.

12.2 Disputes with a Business Client are submitted exclusively to the competent court of the District Court of The Hague, without prejudice to the right of NotarisTolk Pro to bring proceedings before another court with statutory jurisdiction.

12.3 A Consumer may be bound by a choice-of-court clause only after the dispute has arisen or insofar as the law permits an advance choice. Mandatory consumer protection remains fully applicable.

12.4 The parties will first attempt to resolve a dispute in good faith, without restricting either party's right to take timely legal action.

Article 13 — Contact

NotarisTolk Pro, a trade name of Arass Outdoor VOF

Dutch Chamber of Commerce number: 89214307

Business address: Burgemeester Caan van Necklaan 313, 2262 GL Leidschendam, the Netherlands

VAT number: NL864912948B01

Email: info@notaristolkpro.nl

Phone / WhatsApp: +31 6 18767269

Article 14 — Client Obligations

14.1 The Client must provide the draft Deed and other relevant documents in a readable and accessible format no later than the time stated in the Assignment Confirmation and, if no time is stated, at least two full working days before the appointment.

14.2 The Client warrants that the information provided is accurate, complete and current and must report changes immediately.

14.3 The Client must ensure that the Interpreter has timely access to the location or digital environment, that participants can be heard and seen adequately, and that confidentiality and safety are ensured.

14.4 The Client and participants must follow reasonable instructions from the notary and Interpreter required for accurate interpretation, including speaking directly, allowing sufficient pauses, one speaker at a time and repeating information when requested.

14.5 The Client must provide, to the best of its knowledge, the correct language and language variant and immediately report any doubt. This does not affect the notary's statutory responsibility to determine whether and how an interpreter must be engaged.

14.6 The Client is responsible for timely attendance, valid identification and all other requirements of the notary office.

Article 15 — Substitution, Refusal and Termination

15.1 NotarisTolk Pro may engage independent Interpreters and other assistants for performance.

15.2 If an Interpreter becomes unavailable, NotarisTolk Pro may appoint a replacement with an appropriate current Rbtv registration and relevant language combination. Replacement does not entitle the Client to cancellation or damages where the substitute is reasonably equivalent.

15.3 NotarisTolk Pro or the Interpreter may refuse, suspend or terminate a request or Assignment in the event of a conflict of interest, insufficient competence, incorrect language or dialect, inadequate preparation, unsafe or disrespectful conditions, suspected unlawful use, payment default or where professional quality cannot be ensured.

15.4 Payment remains due for work already performed, reserved time and unavoidable costs, unless termination is solely attributable to NotarisTolk Pro.

Article 16 — Force Majeure

16.1 Force majeure means any circumstance beyond the reasonable control of NotarisTolk Pro that makes performance temporarily or permanently impossible or unreasonably burdensome, including sudden illness or accident, transport disruption, serious traffic disruption, strikes, government measures, power or internet outages, communication platform failures, emergencies, extreme weather and failure of an essential third party.

16.2 In the event of force majeure, NotarisTolk Pro may suspend the Assignment, appoint a substitute, propose another method of performance in consultation with the notary, or terminate all or part of the Assignment.

16.3 If the Assignment is permanently not performed, any amount already paid for the unperformed part will be refunded. Further damages are excluded to the extent permitted by law.

Article 17 — Consumers and Right of Withdrawal

17.1 A Consumer who concludes the Assignment at a distance or off-premises generally has a statutory 14-day withdrawal period starting on the day after the Assignment is concluded.

17.2 If the Consumer requests that performance begins during the withdrawal period, the Consumer must expressly request this in advance. If the Consumer withdraws after performance has begun, the Consumer must pay a proportionate amount for the part already performed.

17.3 The right of withdrawal expires after the service has been fully performed only where performance began with the Consumer's prior express consent and the Consumer acknowledged that the right of withdrawal would be lost once the service was fully performed.

17.4 Withdrawal may be exercised by an unequivocal statement sent by email to info@notaristolkpro.nl or by using the model withdrawal form in Appendix 1.

17.5 This Article does not restrict any other mandatory consumer rights.

Article 18 — Intellectual Property and Recordings

18.1 Methods, terminology lists, templates, preparation materials and other materials developed by NotarisTolk Pro or the Interpreter remain the property of the relevant rights holder.

18.2 The Client receives only the right to use such materials for the relevant Assignment unless otherwise agreed in writing.

18.3 Recordings, transcripts, publication, system training or reuse of the Interpreter's voice, image or interpretation are prohibited without prior written consent from all rights holders and participants.

Article 19 — Late Payment and Collection

19.1 A Business Client is in default automatically upon expiry of the payment term and owes statutory commercial interest without further notice of default.

19.2 A Consumer owes statutory interest from the moment the Consumer is in default under applicable law. Extrajudicial collection costs are payable only after the Consumer has received a written, cost-free final payment period of at least fourteen days, starting on the day after receipt of the notice, and has failed to pay in full within that period.

19.3 Extrajudicial collection costs are calculated under the applicable statutory rules. Business Clients also owe reasonable actual costs insofar as legally permitted.

19.4 Payments are applied first to costs and interest and then to the oldest outstanding principal amount.

Article 20 — Severability and Amendments

20.1 If any provision is void, voidable or unenforceable, the remaining provisions remain in force. The parties will replace the relevant provision with a valid provision that most closely reflects its purpose and effect.

20.2 NotarisTolk Pro may amend these terms for future Assignments. An Assignment already confirmed remains governed by the version provided when that Assignment was concluded, unless an amendment is legally required or the Client agrees in writing.

Article 21 — Language and Precedence

21.1 These terms are drawn up in Dutch and may be made available in other languages.

21.2 In the event of any difference in interpretation or content, the Dutch version prevails unless mandatory law provides otherwise.

Appendix 1 — Model Withdrawal Form

Complete and return this form only if, as a Consumer, you wish to withdraw from the agreement.

To	NotarisTolk Pro / Arass Outdoor VOF Burgemeester Caan van Necklaan 313 2262 GL Leidschendam The Netherlands Email: info@notaristolkpro.nl
Notice	I/We* hereby give notice that I/we* withdraw from my/our* agreement for the following service:
Service / Assignment	
Date agreement concluded	
Details of notary office: name and address	
Name of Consumer(s)	
Address of Consumer(s)	
Date	
Signature	 (only if this form is submitted on paper)

* Delete as appropriate.

Annex 2 — Price List

Annex to the NotarisTolk Pro General Terms and Conditions (Arass Outdoor VOF, KVK 89214307), as referred to in Article 6.1 and 6.3.

Prices below are as of July 2026. Business rates are excl. 21% VAT; Consumer-facing prices are shown incl. VAT, per Article 6.2 of the General Terms.

Packages

Package	Business excl. VAT	Consumer incl. VAT
Standaard — up to 2 deeds, interpreting up to 1 hour	€295.00	€356.95
Uitgebreid — 3 deeds per appointment, extended duration	€350.00	€423.50
Complex dossier — tailored, multiple deeds	from €450.00	from €544.50

Surcharges

Surcharge	Business excl. VAT	Consumer incl. VAT
Urgency — booking within 48 hours	€50.00	€60.50
Evening — weekdays after 18:00	€100.00	€121.00
Weekend — Saturday and Sunday	€200.00	€242.00
Public holiday — recognised holidays	€200.00	€242.00

Surcharges are cumulative: evening, weekend, and public-holiday surcharges can apply simultaneously and are added together (for example, an evening appointment on a Saturday = evening surcharge + weekend surcharge).

Waiting time and overrun

Waiting time and overrun beyond the reserved duration are charged per commenced 15-minute period, pro-rated from the rate of the booked package (Article 6.4 of the General Terms). For the Standaard package (1 hour included) this amounts to €73.75 excl. VAT / €89.24 incl. VAT per commenced quarter-hour. For Uitgebreid and Complex dossier, the quarter-hour rate is set per Assignment and stated in the Assignment Confirmation, since included duration varies by file.

Travel costs

Outside the Randstad: €0.95 per kilometer, one-way, calculated from the Interpreter's base lo-

cation. Business Clients: excl. VAT. Consumers: incl. VAT (€1.15 per km). This rate is a combined travel-time and mileage allowance; no separate hourly rate is charged for travel time.