

WaterMensen

Terms & Conditions

Applicable to: Coffee Machine Chat Challenge (CCC), November 2026

Version 2.0 | Effective date: October 10th 2026 | Language: English

These Terms & Conditions apply to the Coffee Machine Chat Challenge (CCC), both the free challenge and the paid VIP upgrade. Separate terms apply to other programmes.

1. Parties

These Terms & Conditions govern the agreement between:

Service Provider:

- Trading name: WaterMensen
- Legal name: Zoe van de Water
- Registered as: Autonoma (self-employed), Spain
- Fiscal identification number (NIE): Z0194143M
- Address: C. la Gaviota, 6, 38588 Abades, Santa Cruz de Tenerife, Spain
- Email: connect@watermensen.com

Participant:

Any individual or legal entity that signs up for the free challenge or purchases the VIP upgrade via the WaterMensen sign-up form or checkout.

By signing up for the challenge or by completing a VIP purchase, the Participant confirms that they have read and accepted these Terms & Conditions. The links to these Terms & Conditions and to the Privacy Policy are shown next to the sign-up button and the pay button. No further action is needed.

2. Product Description

2.1 The challenge (free)

The Coffee Machine Chat Challenge (CCC) is a free five-day digital challenge that helps international professionals working in the Netherlands practise informal Dutch conversation in a workplace context. It runs from Monday 2 November to Friday 6 November 2026. Signing up is possible until Monday 2 November 2026.

The challenge includes:

- An intro video, sent on Sunday 1 November 2026 (or immediately after sign-up, for those who join later)
- One short video per workday
- A workbook
- One field assignment per workday, with a beginner and an advanced version
- Access to the CCC WhatsApp group, with a voice message from WaterMensen each morning

The WhatsApp group opens on Sunday 1 November 2026 and closes on Sunday 8 November 2026 at 20:00 (Dutch time). The videos are available until and including Sunday 8 November 2026. After that date, the videos and the group are no longer available. No extension will be granted unless explicitly offered by WaterMensen.

2.2 The VIP upgrade (paid)

The VIP upgrade is an optional addition to the free challenge. It includes:

- A private WhatsApp line with WaterMensen
- A daily voice message from WaterMensen during the challenge week
- One personal reply per evening, with feedback and advice for the next day
- A personal message on Friday 6 November 2026
- An exclusive bonus on the next WaterMensen programme, revealed during the challenge week

VIP runs for the same period as the free challenge and ends on Sunday 8 November 2026.

2.3 What is not included

The CCC is a digital challenge. It does not include live calls, live classes, or individual lessons. Personal contact is limited to what is described under 2.1 and 2.2.

3. Price & Payment

The free challenge costs nothing. No payment details are requested for it.

The price of the VIP upgrade is EUR 33.00 (thirty-three euros) until Sunday 1 November 2026, and EUR 55.00 (fifty-five euros) from Monday 2 November 2026, as stated at the time of purchase.

Payment for VIP is due in full at the time of purchase. VIP access is granted upon successful payment confirmation.

WaterMensen operates under a VAT exemption applicable to individual educational instruction. No VAT will be charged or stated on the invoice.

Prices are listed in euros. WaterMensen is not responsible for currency conversion fees or exchange rate differences charged by the Participant's bank or payment provider.

4. Delivery

After signing up, the Participant receives a confirmation email. The intro video and the WhatsApp group link are sent on Sunday 1 November 2026. Participants who sign up later receive them immediately. The daily videos and assignments are sent by email during the challenge week.

VIP access instructions are sent by email upon payment confirmation.

If the Participant has not received an email within 24 hours, they are requested to check their spam or promotions folder and then contact WaterMensen at connect@watermensen.com before assuming non-delivery.

WaterMensen is not responsible for non-delivery caused by incorrect email addresses entered by the Participant, spam filters, or technical issues on the Participant's end.

5. Right of Withdrawal

5.1 Free challenge

The free challenge is not a paid purchase, so no refund applies. The Participant may leave the challenge and the WhatsApp group at any time.

5.2 VIP: statutory right of withdrawal

Under EU Directive 2011/83/EU on Consumer Rights, consumers ordinarily have a 14-day right of withdrawal for distance contracts. This right does not apply to digital content not supplied on a tangible medium where delivery has begun with the consumer's prior express consent and acknowledgement that they thereby lose their right of withdrawal, nor to a service that has been fully performed with such consent (Article 16, points (a) and (m) of the Directive, implemented in Article 6:230p of the Dutch Civil Code).

5.3 VIP: request for immediate start

VIP is delivered immediately and runs during a fixed week. The notice shown directly above the pay button states this. By completing the VIP purchase, the Participant:

- expressly requests that delivery of VIP begins immediately upon payment confirmation;
- acknowledges that, as a result, the 14-day right of withdrawal is lost once delivery has begun;
- acknowledges that no refund will be issued once VIP access has been granted, except as set out in Article 6.

5.4 Business clients

Business clients (purchasing on behalf of a company) do not have a statutory right of withdrawal under consumer law. The no-refund policy applies from the moment of purchase.

6. Refund Policy

Due to the nature of digital content and the immediate delivery of access, no refunds will be issued for VIP after access has been granted, except in the following circumstances:

- VIP was not delivered due to a technical error on the part of WaterMensen and access could not be restored within a reasonable time;
- VIP is materially different from what was described on the sales page.

Refund requests based on the above exceptions must be submitted in writing to connect@watermensen.com within 14 days of the purchase date, with a clear description of the issue.

WaterMensen reserves the right to assess each request individually. Approved refunds will be processed within 14 business days via the original payment method.

7. Intellectual Property & Group Conduct

All content included in the CCC, including texts, audio recordings, video materials, workbook, exercises, and the programme structure, is the intellectual property of WaterMensen and protected under applicable copyright law.

The Participant receives a personal, non-transferable licence to access and use the materials for their own learning purposes only, until and including Sunday 8 November 2026. The following are strictly prohibited:

- Sharing, forwarding, or distributing access links, access credentials, or content to third parties;
- Reproducing, copying, recording, or publishing any part of the programme materials;
- Using the content for commercial purposes, training, or resale;
- Creating derivative works based on the programme content.

In the WhatsApp group, participants are expected to be respectful and to keep the group free of advertising and spam. Messages and voice notes posted in the group are visible to all members. WaterMensen may remove a participant who does not follow these rules.

Violation of these terms may result in immediate termination of access without refund and may give rise to legal action.

8. Disclaimer & Limitation of Liability

The CCC is designed to support the development of informal Dutch language skills in a workplace context. WaterMensen does not guarantee specific learning outcomes, language proficiency gains, or professional results.

WaterMensen's liability is limited to the amount paid by the Participant for the CCC (nil for the free challenge). WaterMensen is not liable for:

- Indirect, consequential, or incidental damages;
- Loss of income, business opportunities, or data;
- Technical issues arising from third-party platforms (including WhatsApp) or the Participant's own devices or internet connection.

Nothing in this article limits liability that cannot be limited under applicable law.

9. Privacy & Data Processing

WaterMensen processes personal data in accordance with the General Data Protection Regulation (GDPR). Full details are available in the WaterMensen Privacy Policy at watermensen.com/privacy.

By signing up or purchasing, the Participant's personal data (name, email address, payment data for VIP, and phone number if they join WhatsApp) is processed for:

- Delivering and managing access to the CCC;
- Sending the challenge emails and transactional communications (confirmation, access details);
- Compliance with legal and financial obligations.

Personal data will not be sold or shared with third parties, except where required for payment processing, delivery of the programme, or legal compliance.

Newsletter

By signing up for the challenge or purchasing VIP, the Participant is automatically subscribed to the WaterMensen newsletter. The Participant can unsubscribe at any time, with one click on the unsubscribe

link in any email or by contacting connect@watermensen.com. Unsubscribing from the newsletter does not affect participation in the challenge.

The Participant may exercise their GDPR rights (access, rectification, erasure, and objection) at any time by contacting connect@watermensen.com.

10. Applicable Law & Disputes

These Terms & Conditions are governed by Dutch law, given that the programme is designed for and primarily offered to clients based in the Netherlands. Mandatory consumer protection rules of the Participant's country of residence remain unaffected.

In the event of a dispute, WaterMensen and the Participant will first attempt to resolve the matter amicably within 30 days of written notification to connect@watermensen.com.

If no resolution is reached, disputes will be submitted to the competent court in the Netherlands.

Consumer clients in the EU may also use the European Online Dispute Resolution platform: <https://ec.europa.eu/consumers/odr>

11. Amendments

WaterMensen reserves the right to update these Terms & Conditions at any time. The version in effect at the time of sign-up or purchase applies to that sign-up or purchase.

12. Contact

For questions, complaints, or refund requests, please contact:

- Email: connect@watermensen.com
- Response time: within 3 business days