



General Terms and Conditions

Olivier Fantl (hereinafter „Coach“) carries out coaching sessions with individuals (hereinafter „Coachee“) on behalf of companies and private individuals (hereinafter „Customer“) on the basis of these „General Terms and Conditions“ („GTC“ for short).

Registration

Registration takes place online on the coach’s website using the forms provided. The registration is binding. The prices stated on the website on the booking date apply. The invoice is due immediately after transmission without any deductions. The coachee can take advantage of the individual coaching units (hours) at any time within a period of 12 months after registration. Companies can transfer open units to another coachee inside their organization at any time within a period of 12 months after registration.

Coaching Process

After the registration has been confirmed, the appointments will be arranged with the coach. The coachee receives an invitation for the video conference tool. All coaching takes place virtually. If the coaching cannot take place due to connection problems on the part of the coachee, the planned unit will be charged. If the failure is due to connection problems on the coach’s side, the planned unit will be rescheduled for another time.

Rebooking, cancellation, rejection

There are no fees for rebooking at least 24 hours before the scheduled appointment by email or via the video conference tool. If the booking changes are made later, the coach will receive the full fee for this appointment.

Coaching packages can be canceled in writing at any time. Coaching units not used will be reimbursed.

The coach can postpone agreed coaching appointments for reasons for which he is not responsible (e.g. sudden illness, force majeure).

Confidentiality

The relationship of trust between all parties requires strict confidentiality. The parties agree to treat all information belonging to the coach, the coachee or the customer confidentially, regardless of whether it is oral or written. This does not include information that is already in public's possession or requested by a court order. The confidentiality obligation also applies after the coaching has ended. Exceptions are cases in which the company explicitly releases the coach from the confidentiality obligation.

Liability

Documents that are made available as part of the coaching have been created to the best of our knowledge. Liability and guarantee for the correctness, topicality, completeness and the quality of the content are excluded.

It is understood that the coach is not liable for decisions and actions taken by the coachee as a result of and / or on the basis of the coaching that has taken place.

Information on exercising the right of withdrawal

Withdrawal policy and the right of withdrawal

You have the right to cancel this contract within fourteen days without giving any reason. The cancellation period is fourteen day from the day the contract is concluded. In order to exercise your right of withdrawal, you must contact the coach

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(Name, adress, telephone number, email adress from the coach)

by means of a clear declaration (e.g. a letter sent by post or email) of your decision to withdraw from this contract. You can use the attached sample withdrawal form for this purpose, but this is not mandatory.

To meet the withdrawal deadline, it is sufficient for you to send your notification of exercising your right of withdrawal before the withdrawal period has expired.

Consequences of withdrawal

If you withdraw from this contract, we have to repay all payments that we have received from you, including any delivery costs incurred, immediately and at the latest within fourteen days from the day on which we received notification of your withdrawal from this contract. For this repayment we use the same means of payment that you used for the original transaction, unless something else was expressly agreed with you; In no case will you be charged any fees for this repayment.

If you have requested that the services should begin during the cancellation period or if the services you have booked begin during the cancellation period, you have to pay us a reasonable amount, which corresponds to the proportion of services already provided at the time of your withdrawal from this contract compared to the scope of services provided for in this contract.

Model withdrawal form

(If you want to cancel the contract, please fill out this form and send it back.)

At:

(Name, address, telephone number, email address from the coach)

I / we (*) hereby revoke the contract concluded by me / us (*) for the provision of the following services:

Booked on:

Name of the consumer(s):

Address of the consumer(s):

Signature of the consumer(s) (only when notified on paper):

Date:

(*) Cross out inapplicable

Final provisions

There are no verbal side agreements to this agreement. The applicable law of the Federal Republic of Germany applies to these GTC and the entire legal relationship between the parties. The place of jurisdiction is Munich, Germany.

Munich, January 2021