

General Terms and Conditions (GTC)

1. Scope of application

These General Terms and Conditions (GTC) apply to all contracts between silent language - pferdegestütztes Coaching - Silke Mary Vollmers -, hereinafter referred to as “Coach”, and its clients, hereinafter referred to as “Client”, as amended from time to time.

2. Subject matter of the contract

The Coach offers consulting and coaching services. The exact scope of services is set out in the respective contract or offer. The consulting service is not a therapy and does not replace it.

3. Conclusion of contract

A contract is concluded by the written acceptance of an offer or the confirmation of an order by e-mail or in writing. Alternatively, the transfer of the agreed fee shall constitute the conclusion of a contract. Verbal agreements are only binding if they have been confirmed in writing.

4. Remuneration and terms of payment

The remuneration is based on the prices and conditions stated in the offer. Unless otherwise agreed, the fee is due for payment in advance. A coaching session is only guaranteed after full payment of the fee.

5. Scope of services and the client's duty to cooperate

The coach provides the agreed services in the form of consulting and coaching to the best of his knowledge and belief. The success of the consultation depends largely on the active cooperation of the client. The client is obliged to provide all information relevant to the consultation.

6. Liability

The coach is only liable for damages caused intentionally or through gross negligence. Liability for slight negligence is excluded, except in the case of breach of material contractual obligations.

In any case, liability is limited to the amount of the contractually agreed fee.

7. Cancellation and postponement

7.1 Cancellation by the customer

- If an appointment is cancelled up to 14 days before the agreed coaching date, no cancellation fee will be charged.
- Cancellations between 13 and 7 days before the appointment will incur a cancellation fee of 50% of the agreed fee.
- Cancellations less than 7 days before the appointment will be charged the full fee.

7.2 Postponement of appointments

- The client has the option of postponing coaching appointments free of charge up to 48 hours before the agreed appointment.

- In the event of later postponements, the Coach reserves the right to charge a postponement fee of 20% of the agreed fee.
- If the coach has to postpone an appointment for urgent reasons, an alternative appointment will be offered in a timely manner. A refund is excluded in this case.

8. Confidentiality

The Coach undertakes to treat all information that becomes known in the course of the collaboration as confidential and not to make it accessible to third parties. This obligation also applies after the end of the collaboration.

9. data protection

The Coach shall treat personal data confidentially and process it only within the framework of the execution of the contract. The provisions of the applicable data protection law shall apply. The client agrees to the storage and processing of his/her data insofar as this is necessary for the provision of the service.

10. Termination

Both parties have the right to terminate the contract at any time for good cause. Ordinary termination during the ongoing cooperation is only possible in writing and subject to a notice period of 14 days.

11. final provisions

Should individually provisions of these GTC be invalid or unenforceable or become invalid or unenforceable after conclusion of the contract, the validity of the remaining provisions shall remain unaffected. Amendments or additions to these GTC must be made in writing.