

## **General Terms & Conditions for Coaching Services**

### Disclaimer

This English version is provided for convenience only.

In case of discrepancies, the German version of the General Terms & Conditions (AGB) shall prevail.

### **1. Scope**

These Terms & Conditions apply to all services provided by TeamInQ – Ligárt & Peller Consulting GbR as part of any business-to-business engagements and, where explicitly agreed, business-to-consumer engagements, including coaching, workshops, training, facilitation, and consultancy, whether conducted in person or virtually.

### **3. Rescheduling by the Client**

- Rescheduling requests must be made at least 14 calendar days in advance.
- Requests made 7–13 days before the scheduled session incur a fee of 25% of the session rate.
- Requests made less than 7 days before the session incur a 50% fee.
- Same-day rescheduling is treated as a cancellation (see Section 4).

### **4. Cancellation by the Client**

- Cancellations more than 21 days before the session incur no charge.
- Cancellations 8–21 days before the session incur 50% of the session fee.
- Cancellations 7 days or fewer before the session incur 100% of the session fee.

### **5. Coach Illness or Unavailability**

- In case of illness or unavailability, the client will be notified immediately.
- We will provide a replacement ORSC-trained or certified coach if possible.
- Alternatively, the session will be rescheduled at no cost.

### **6. Disclaimer & Legal Responsibilities**

- Coaching services are not therapy, legal advice, or medical consultation.

- Clients acknowledge that coaching outcomes depend on their engagement and are not guaranteed.
- Coaches are not liable for actions taken by clients based on session content.

## **7. Limitation of Liability**

- Liability is limited to the amount paid for the specific session where the issue arose.
- Coaches are not liable for indirect or consequential damages such as lost income or reputational harm.
- Liability for damages resulting from injury to life, body or health and for damages caused by intent or gross negligence shall remain unaffected.

## **8. Payment Terms**

- Invoices are issued as per the offer letter, either after offer acceptance or after service completion, depending on the scope of the engagement.
- Payment is due within 30 days of the invoice date unless otherwise agreed.
- In case of late payment, statutory default interest under §288 BGB shall apply.
- Services may be suspended in cases of non-payment.

## **9. Confidentiality**

- All coaching sessions are confidential.
- Information will only be shared outside the coaching relationship with the client's explicit consent or if required by law.
- We will obtain the explicit email approval of a client representative before publishing any media contributions about the engagement (LinkedIn posts, etc.) which disclose the client's name and/or any other details.
- We will reveal the name of the client and the name of a client representative towards the International Coaching Federation (ICF) to track our coaching experience hours and maintain our certification status with the oversight body.

## **10. Intellectual Property**

- All workshop materials and tools remain the intellectual property of TeamInQ – Ligárt & Peller Consulting GbR, unless otherwise agreed in writing.

- Materials may not be altered, redistributed, or used to train internal facilitators without explicit consent.

## **11. Jurisdiction**

- The laws of the Federal Republic of Germany govern these Terms.
- For all disputes arising from or in connection with this contract, the place of jurisdiction shall be Freising, Germany, to the extent permitted by law. German law shall apply, excluding the United Nations Convention on Contracts for the International Sale of Goods (CISG).

## **12. Data Protection (GDPR Compliance)**

- TeamInQ – Ligárt & Peller Consulting GbR complies with GDPR and all relevant data protection regulations.
- Personal data collected during coaching engagements is securely stored, used only for service delivery, and not shared with third parties without consent.
- Clients have the right to access, rectify, or request deletion of their data at any time.

## **13. Force Majeure**

- We are not liable for failure or delay in performance due to events beyond our reasonable control, including but not limited to natural disasters, pandemics, strikes, or governmental restrictions.
- In such cases, we will work with the client to reschedule the session or provide an alternative solution.
- If the force majeure event continues for more than 30 days, both parties are entitled to terminate the contract without liability.

## **14. Group Size and Format**

- Group coaching or team workshops are designed for specific group sizes. Any deviation must be agreed upon in advance.
- Ligárt & Peller Consulting GbR (TeamInQ) reserves the right to adjust the delivery format if participant numbers change significantly or if circumstances require it.

## **15. Upskilling Internal Facilitators**

- If upskilling of internal facilitators is requested, coaching will be provided at an agreed rate.

- A clear scope, learning goals, and availability will be agreed in advance.

## **16. Severability Clause**

If any provision of these Terms and Conditions is found invalid, the validity of the remaining provisions shall not be affected.

## **17. Written Form Clause**

These Terms & Conditions and the Coaching Agreement together form the entire agreement.

Amendments and additions to these Terms must be made in writing. This also applies to any waiver of this written form requirement.

*End of Document*

February 2026