

GENERAL TERMS AND CONDITIONS FOR CONSULTANCY SERVICES – PRIVATE CUSTOMER

Clause 1 Contract

With the agreement of a consulting appointment a consulting contract is concluded. Appointments agreed in person on the phone, by e-mail or by video shall be deemed binding.

All other services agreed in person also result in a binding contract.

Changes always require the written form and the signature of both contracting parties. Verbal side agreements have no binding effect.

Clause 2 Cancellation of appointments

If the client is unable to keep a counseling appointment, a cancellation by email or phone is required no later than 2 business days prior to the scheduled appointment so that the reserved time can be assigned elsewhere. For later cancellations, 50% of an hourly fee will be due. If appointments are not kept without prior cancellation, the fee for one hour will be due. Appointments canceled due to acute illness can be made up, no cancellation fee will apply.

Clause 3 Terms of payment

In the case of a consultation, payment is made on a half-hourly basis.

If no payment is received even after the first payment reminder, a collection agency will be commissioned. The debtor will bear the costs incurred.

All personally agreed fees are final prices. The small business regulation is applied and therefore no additional VAT is charged.

It is pointed out that the fee services rendered are generally not covered by private and statutory health insurance.

Clause 4 Services

All services are provided by employees of our company.

All given advice and opinions do not replace medical advice and treatment. In case of need or doubt, each client is always encouraged to seek medical advice.