

## General Terms and Conditions of Business

### Scope

General Terms and Conditions of Consulting apply to all verbal or written agreements between persons and/or organizations commissioning services and/or receiving consultation (hereafter: you, the client) and myself, Rebecca Petersen, of Triflect GmbH.

### Consulting assignment

The consulting assignment will be discussed during the first consultation. After the definition of the assignment, the scope of the consulting mandate will be estimated. Upon request, I will provide you with a written cost estimate. Adjustments to the scope of each consulting assignment are possible in the course of the consulting process by mutual agreement.

### Consulting location

Individual consultations (coachings) generally take place in Zürich at my practice. Other locations, including virtual sessions via Zoom/Skype, are possible for all consultation formats by mutual agreement. Costs for any room rental will be charged to you after prior consultation.

### Appointments and cancellations

Appointments are made by mutual agreement and are binding for both parties. If an appointment is cancelled by you less than 24 hours in advance, the fee will be charged in full, including any room rental costs if applicable .

### Fee

The fee for one hour (= 60 min) of individual coaching/supervision/organizational consulting ranges from CHF 190 to 350.-. The rate for training, lectures/education and further education is CHF 260 to 400.-/hour. Each full additional quarter hour of individual coaching etc. is charged. These conditions apply equally to consulting services provided by telephone, online consulting and consulting via email. Please refer to the separate services list for current rates.

The fee does not include value added tax (VAT). Triflect GmbH is currently not subject to VAT. The hourly rates include, in addition to the consulting service itself, time spent for the usual preparation and follow-up activities as well as material costs. Unusual additional services, such as the written preparation of concepts or final reports, will be booked separately by mutual arrangement.

Coaching and consulting conducted digitally or by phone are paid in advance by bank transfer or PayPal. On-site coaching and consulting are paid cash or by card (Sumup) at initial contact.

For services rendered after the initial contact, I will issue an invoice, which I ask you to settle within 20 days of the invoice date.

**Cancellation conditions**

The dates are fixed by mutual agreement and are binding for both parties. Reservations for workshops can be changed free of charge up to 20 days before the agreed date. For later cancellations, the full fee is due. For individual coaching sessions and discussions, the cancellation period is 2 working days. Any room costs will be charged as actually incurred.

**Confidentiality**

All contents of consultation meetings will be kept confidential. If necessary, the parties involved can mutually specify information to be passed on to third parties. For quality assurance reasons, I am authorized to reflect on counseling situations anonymously in an intervention group.

**Responsibility**

As a coach, organizational consultant and/or supervisor, I am available as a process facilitator. The responsibility for the process guidance lies with me, the responsibility for the type and extent of the change work taking place within the process and its effects and consequences, lies with you.

**Disclaimer/Ombudsman**

I shall not be liable for any successes that did not occur or any damages/resulting damages from a consulting assignment. I would also explicitly like to point out that in case of consultant-client conflicts that cannot be mutually resolved, or in case of any complaints concerning the consulting relationship, you can make use of the free ombudsman service of the Swiss Professional Association for Coaching, Supervision and Organizational Consulting (bso). Contact details for the ombudspersons can be found at [www.bso.ch](http://www.bso.ch).

**Jurisdiction**

The General Terms and Conditions of Consulting are governed exclusively by Swiss law. The place of jurisdiction is Zurich.

Zurich, 01 January 2024