

General Terms and Conditions

1. General

Steven Cardona - Office for Systemic Counseling offers coaching, supervision and therapy for individuals, couples, families, groups or organizations and renders other services according to individual agreement.

These General Terms and Conditions apply in the case of an assignment if not explicitly stated otherwise.

2. Assignment

2.1 Fees

The current fees are listed on the homepage of the office, see [Fees](#).

2.2 Individuals, Couples and Families

The assignment by individuals and couples, usually for coaching, family and couple's counseling, supervision or therapy, is made by telephone or e-mail with the agreement of the fee and an initial appointment. This requires informal written confirmation by the office and the exchange of personal contact data: Name, e-mail address, and mobile phone number.

The cost of an appointment is calculated on the basis of the time actually spent. Payment will be made in cash after each session, unless otherwise agreed.

2.3 Groups and Organizations

An assignment by organizations, usually for coaching or supervision, is effected by confirmation of a written offer specifying the content and time frame of the service as well as the fee. If necessary, the preparation of the basis for the offer is already a consulting service, which will be billed separately according to agreement.

The office will invoice the agreed fee. The term of payment is stated on the invoice.

3. Cancellation and Absence

3.1. Counseling

Cancellation or postponement by participants must be made either orally or in writing at least 24 hours (except Sunday) before an agreed counseling appointment. Otherwise, the agreed fee for the appointment is due.

3.2. Organizational Events

Cancellations by the client are free of charge up to 4 weeks before the start of an event. Afterwards the following portions of the order amount are due:

- up to 2 weeks before date: 25%
- up to 1 week before date: 50%
- less than 1 week before date: 75%

The office reserves the right to cancel confirmed appointments for important reasons (e.g. force majeure, illness, etc.). If an appointment has to be cancelled, the practice offers two alternative appointments to choose from. If the practice is unable to offer alternative appointments, any participation fees already paid will be refunded in full. Further claims are excluded.

4. Liability

The practice is liable to the participants/client only for intentional and grossly negligent conduct in the amount of the fees already paid, except in the case of injury to life, limb and health. The personal liability of employees or subcontractors who have become vicarious agents of the office is excluded.

5. Data Protection

The practice undertakes to treat information about persons and organizations of any kind as confidential.

The client/participant agrees to the processing of his/her data within the framework of the applicable data protection regulations, insofar as this is necessary for the purpose of the contract.

6. Copyright

Documents and other material that are used or distributed to participants during the appointments are intended exclusively for personal use by the participants. Any duplication or dissemination requires express written consent of the office.

7. Applicable Law

The law of the Federal Republic of Germany shall apply to these terms and conditions and to all legal relationships between the *Office for Systemic Counseling* and its clients.

8. Severability Clause

Should a provision in these terms and conditions or a provision within the framework of further agreements be or become invalid in whole or in part, this shall not affect the validity of all other provisions or agreements.