

General Terms and Conditions and Right of Withdrawal for Consumers of Brigitta Wurnig Coaching GmbH

Part 1

Scope of application and applicable law

1 Scope of application

(1) The following General Terms and Conditions shall apply to all legal transactions with consumers and entrepreneurs with

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Represented by Brigitta Wurnig
Managing Director
Neuer Wall 10
20354 Hamburg
Germany
www.brigitkawurnig.de

hereinafter referred to as "I". Legal transactions may be concluded in person, by post, by messenger, by e-mail, in the initial meeting or via the website.

(2) The language available for the conclusion of the contract is exclusively German. Translations into other languages are for your information only. The German text shall take precedence in the event of any differences in language usage.

(3) These GTC apply exclusively. Any terms and conditions used by you that conflict with or deviate from these GTC shall not be recognized by me unless I have expressly agreed to their validity in writing or in text form.

(4) In individual cases I use a supplementary agreement in addition to these GTC. This shall be concluded separately between us and shall take precedence over these GTC in case of doubt.

2 Applicable law and consumer protection regulations

(1) The law of the Federal Republic of Germany shall apply to the exclusion of international private law and the UN Convention on Contracts for the International Sale of Goods applicable in Germany if:

- a) you order as an entrepreneur,
- b) you have your habitual residence in Germany or
- c) your habitual residence is in a state which is not a member of the European Union.

(2) In the event that you are a consumer within the meaning of § 13 of the German Civil Code (BGB) and you have your habitual residence in a member state of the European Union, the applicability of German law shall also apply, whereby mandatory provisions of the state in which you have your habitual residence shall remain unaffected.

(3) A consumer within the meaning of the following provisions is any natural person who enters into a legal transaction for purposes that can predominantly be attributed neither to his commercial nor to his independent professional activity. An entrepreneur is any natural or legal person or a partnership with legal capacity who, when concluding a legal transaction, acts in the exercise of his or her independent professional or commercial activity.

(4) Swiss substantive law shall apply exclusively to Swiss consumers. For entrepreneur customers from Switzerland, German law is agreed.

(5) The version of these GTC valid at the time of the booking/order shall apply.

(6) The prices at the time of booking/ordering apply.

(7) If certain discount or promotional offers are advertised, these are limited in terms of time or quantity. There is no entitlement to them.

Part 2

Conclusion of the contract, payment modalities, term of the contracts and revocation

3 Subject matter of the contract

(1) The subject of the contract may be the following services (the list is not exhaustive):

- Individual coaching sessions
- Mentoring
- Training
- Group coaching
- Coaching program
- Online program
- Consulting

(2) All offers on the Internet are non-binding and do not constitute a legally binding offer to conclude a contract.

4 Prices, terms of payment and due dates

(1) My prices are gross prices (incl. statutory value added tax, shown for Germany).

(2) An invoice is always sent to you by e-mail in the form of a PDF document. The invoice amount is due immediately upon receipt of the invoice and is payable to me within 14 days.

(3) Access to the respective services is made dependent on prior receipt of payment. As soon as I have received your payment or deposit, you are entitled to my corresponding consideration from that moment on.

(4) My member area will only be activated once the amount has been credited to my account. As a rule, you will then immediately receive your access data to the members' area or the link to generate your access data to the members' area.

(5) In some cases I also offer payment by instalments or deposit + balance. The total amount may be higher than the full payment. I will inform you of this amount in advance. An early termination of a payment by instalments agreement is possible by way of early repayment. You have the right to pay the full amount (but then the possibly increased instalment amount) in part or in total at any time before the end of the agreed period.

(6) Interest in the agreed amount will accrue for late payments both for purchase and instalment purchase (instalment amount is usually higher than for a one-off payment) as well as costs for appropriate reminders. If the internal dunning process is not successful, I can hand over the outstanding debt to a lawyer for collection. In this case, you will incur costs for legal representation.

(7) If we have agreed on payment by instalments and you do not pay after a reminder in text form and a grace period, I am entitled to terminate the payment by instalments prematurely and the entire outstanding amount will then become due immediately.

(8) You are not entitled to assert a right of retention or set-off against claims for payment from me, unless these are undisputed or titled counterclaims.

(9) If you are in default of payment or otherwise in arrears, I am entitled to refuse performance or delivery until all due payments have been made. Furthermore, I am entitled to withhold, interrupt, delay or completely discontinue services without being obliged to compensate for any damage incurred. These rights shall apply without prejudice to any other contractual or statutory rights and claims of mine.

5 Conclusion of the contract

5.1 The following applies to bookings made verbally, by telephone, in writing, by email, SMS, Whats-App, a messenger service, via my contact form or directly via my appointment booking tool:

(1) In the case of coaching, the initial preparatory meeting between you and me forms the basis for the counselling service. You contact me via email and/or messenger or book your free initial consultation via email or on my website.

The initial consultation lasts 30 - 60 minutes and costs € 0 net. This sum will be charged when a booking is made. The initial consultation takes place by telephone or as a video call via Teams or Zoom.

(2) If you would like to book an appointment via my appointment calendar, click on the button: "Free initial consultation"/"Register for a free initial consultation" or another name. I use the provider Calendly for this. [Privacy policy of Calendly](#) here

If you click there, a page will open showing you possible dates. In addition, there may be a questionnaire that you fill out. You can either write directly in the questionnaire or send me an email with the information.

This information will of course only be used for the preparation of our telephone call or video call. If no contract is concluded with you, I will delete this data immediately.

(3) In the initial meeting we clarify whether my offer is suitable for you and your request.

(4) Offer: With the booking or order you offer me the conclusion of a binding contract.

(5) Acceptance: The contract between us is concluded when you receive my confirmation e-mail.

(6) As a payment option, you can pay by bank transfer. You will receive an invoice from me by email. The total invoice amount is due 14 days after the first appointment. As soon as your payment has been received, you are entitled to my corresponding counter-performance.

- a. Bank transfer: I will send you the invoice as a PDF file by e-mail. You then transfer the specified amount to my business account.
- b. Standing order: You set up a standing order in my favour.

5.2 The following applies to bookings made via my online shop:

(1) You can find my offers under the heading "Online courses".

(2) You can see directly which products are offered. Here you can select the desired product and then go to the page of the respective product. There you will find all information, contents and the price and can select them with one click.

(3) If you have decided to purchase the product or advice, click on the "Buy" button.

(4) You will then be redirected to a page of CopeCart GmbH for the checkout process. There you can select whether you are buying as a private person or a company and then enter your e-mail address and your first and last name, as well as your address and, if you are a company, your company name and your VAT ID number.

On the right side you can choose between the different payment options. Please note that, depending on the payment method you choose, there may be delays in the delivery of digital products and online course accesses by e-mail or in the sending of access data.

The program is set up in such a way that the digital product/ online course accesses are only sent once payment has been received. This means that if you choose to pay in advance, it can take up to 5 days before you receive our product or can use an online course.

(5) If you have a voucher code, you can enter it now.

(6) You can pay by credit card/immediate payment/advance payment/direct debit. You will receive an invoice from me by e-mail. The total invoice amount is due after 14 days. As soon as your payment has been received, you are entitled to the purchased product or you get access to the member area.

- a) Visa or MasterCard: By clicking on "Continue with credit card" you can deposit your data via a secure connection and complete the order by clicking on the "Buy now" button. A connection to the respective credit institution will then be established.
- b) If you select the payment method "SOFORT", the payment will be processed by the payment service provider SOFORT GmbH, Theresienhöhe 12, 80339 Munich (hereinafter "SOFORT"). In order to be able to pay the invoice amount via "SOFORT", you must have an online banking account with PIN/TAN procedure that has been activated for participation in "SOFORT", identify yourself accordingly during the payment process and confirm the payment instruction to "SOFORT". The payment transaction will then be carried out immediately by "SOFORT" and your bank account will be debited. Further information on the "SOFORT" payment method can be found on the Internet at <https://www.klarna.com/sofort/>.

(7) Before completing the order, you give your consent by clicking on the respective boxes.

- on the storage and processing of your data
- on the validity of these GTC
- on the validity of the data protection declaration. You will find all texts linked there.

You must also agree to waive your right of withdrawal.

(8) Finally, you click on the button "Buy now" and thereby make a binding offer to me. By doing so, you are offering to conclude a contract of sale for the booking.

(9) Immediately after sending you will receive a confirmation email from me. At this moment, a contract is concluded between us.

6 Right of withdrawal for consumers

(1) As a consumer, you have a right of withdrawal in accordance with the instructions in the **appendix**.

(2) The cancellation period begins with the conclusion of the contract. The contract is concluded at the moment you receive the confirmation email of the purchase from me.

In the case of the purchase of a physical product, the cancellation period begins when the goods are handed over to you or a person authorized by you.

You can cancel your purchase free of charge within 14 days.

(3) In the case of services such as coaching, consulting, training, there are the following special features with regard to the right of withdrawal:

- a) If you buy the coaching program and you want me to start the service directly or within the 14-day cancellation period, you waive your right of cancellation.
- b) I point this out BEFORE you complete your booking/order: "You expressly request that I begin the service before the end of the cancellation period of 14 days. **You therefore waive your right of withdrawal if I provide the service in full. In the event of partial performance to you**

(as the customer) within the revocation period, I am entitled - even in the event of revocation - to the consideration (payment) for the performance rendered.

(4) If the booking is cancelled within 14 days and the coaching program has already started during this time, you are only entitled to a pro-rata refund of your costs. Services already provided will then be deducted from the refund on a pro rata basis.

(5) In the case of digital content / products, there are the following special features with regard to the right of withdrawal:

- a) If you buy a digital product and you receive the entire content immediately after payment, you waive your right of withdrawal.
- b) BEFORE completing the order, you declare that you waive your right of withdrawal **"I hereby waive my 14-day right of withdrawal so that I can access the digital content in full directly."**

7 Term of contract and termination

(1) The respective term of our contract depends on the booked service. As a rule, the contract ends automatically through fulfilment. This means that you have paid my entire fee and I have rendered the corresponding service in return.

(2) The extraordinary right of termination of each party remains unaffected. An extraordinary right of termination on my part exists in particular if you are more than 2 times in arrears with payments, if you intentionally violate provisions of these GTC and/or intentionally or negligently commit prohibited acts or if our relationship of trust is permanently disturbed.

Part 3

Details of the service offer and cancellation conditions

8 Duration of a counselling session and place of coaching

(1) The duration of the coaching or other service depends on the booked program.

(2) As a rule, there are 1:1 coaching sessions, as well as group coaching sessions.

(3) The individual coaching takes place online via Zoom or Teams or in my rooms (Neuer Wall 10, 20354 Hamburg). For those participants who cannot be there live, a recording can be made available later.

9 Scope of services and unused services

(1) The scope of services of the product depends on the coaching program or offer.

(2) If a booked appointment is repeatedly cancelled by a participant, no further appointment needs to be offered. This appointment shall then lapse. The claim to payment for the appointment remains valid. The payment for the appointment will be retained. There is no entitlement to a refund.

(3) As the appointments take place online, it is sometimes possible to look up the recorded appointments in the case of group appointments. There is no entitlement to participate live in the online appointment. The dates will be communicated in good time so that participants can reserve the time for them.

(4) If you cancel a booked coaching/counselling session, you are not entitled to a refund of your payments unless you present a medical certificate.

10 Cancellation of coaching/ counselling appointments by the client

(1) If you are a consumer, you can withdraw from the contract under the conditions in paragraph (2) after the 14-day withdrawal period has expired.

As an entrepreneur, you have no right of cancellation. However, the cancellation regulations also apply to entrepreneurs. The declaration of cancellation can only be made by e-mail to wurnig@brigittawurnig.de.

(2) Cancellation fees will be charged depending on when I receive your cancellation notice,

- up to 3 weeks before start Cancellation free of charge.
- up to 2 weeks before start 25 % of the total remuneration or participation fee
- up to 1 week before the start 50% of the total remuneration or participation fee
- less than 1 week before the start 100% of the total remuneration or participation fee.

(3) If you have booked for more than one person, these cancellation conditions apply to each person individually.

(4) In case of a coaching termination by you, the full fee will be retained.

Restriction: unless a medical certificate is available.

(5) Hotel and flight costs already booked by me for the assignment will be reimbursed by you in full in the event of cancellation.

11 Cancellation of the (online) coaching on my part

(1) I am entitled to cancel a group (online) coaching or coaching program even at short notice if the minimum number of participants have not registered.

(2) I am also entitled to cancel an (online) coaching (1:1 or for groups) if the speaker falls ill at short notice and no replacement can be provided.

(3) In cases 1 and 2, we will first try to find an alternative date. If this is not possible, you will be refunded the participation fee. Further costs, such as accommodation and travel costs incurred by you, will not be covered.

(4) If a participant behaves in breach of contract by violating these General Terms and Conditions, I have the right to exclude him/her from the (online) coaching and coaching program. This is particularly the case if the participant disrupts the course of the (online) coaching/coaching program and does not

cease to do so even after being requested to do so, or if a participant repeatedly fails to keep to agreements made (e.g. appointments). In this case, no costs will be refunded.

Part 4

Rights and Duties of the Client

12 Access to the Coaching program

(1) This is a personal and non-transferable access to the coaching program, online course or digital products. There will be no shipment of goods.

(2) You will receive the access data to your member area by e-mail. You are entitled to download the digital content on a maximum of 5 different devices.

(3) The login data sent in the course of registration (user name, password, etc.) must be kept secret by you and must not be made accessible to unauthorized third parties.

(4) Ensure that access to and use of your user data is restricted to you. If there are facts that justify the assumption that unauthorized third parties have gained knowledge of your access data, inform me immediately so that I can block or change it.

(5) I can block your access temporarily or permanently if there are concrete indications that you are violating or have violated these GTC and/or applicable law or if I have another justified, substantial interest in blocking your access. When deciding whether to block your account, I will give due consideration to your legitimate interests.

(6) A claim to access exists only after payment for the digital product has been made.

(7) If you have any questions about the use of the purchased services or if access does not work, you can contact my support (wurnig@brigittawurnig.de).

13 Right to use the digital content or the documents from the coaching/coaching program

(1) Audio, video and PDF files and other documents may be accessed (downloaded) and printed by you and only for your own use. The downloading and printing of files is only permitted within this framework. In this respect, you may also have the printout made with the technical support of third parties (e.g. a copy shop). Apart from that, all rights of use to the files and documents remain reserved to me. This means that the samples and documents and also the knowledge imparted may not be made available to third parties, neither free of charge nor for a fee. The documents are also not intended for use in counselling.

(2) Therefore, in particular, the making of copies of files or printouts for third parties, the passing on or forwarding of files and documents to third parties or any other utilization for other than one's own study purposes, whether against payment or free of charge, requires the express prior written consent of me during and also after termination.

(3) The trademarks and logos listed on the documents enjoy protection under copyright law. You are obliged to use the documents and files accessible to you only within the scope expressly permitted here or permitted by mandatory statutory regulation even without my consent and not to promote unauthorized use by third parties. This also applies after termination, revocation, or cancellation of participation.

(4) Forms of use that are permitted due to mandatory statutory provisions shall of course remain exempt from this reservation of consent.

14 Collection, storage, and processing of your personal data

(1) In order to carry out and process a booking, I need the following data from you:

- First and last name
- Address
- E-mail address
- for entrepreneurs also company name and VAT ID no.

The specific data that is mandatory can be found in the mandatory fields depending on the product.

(2) In the case of chargeable services, the name details, in particular the company name, must be correct. The same applies to the address. The invoices will be issued on the basis of this information. Should corrections be necessary here, this may lead to additional expenditure, which I will charge at a reasonable rate.

(3) In the event of a change of personal details, in particular a change of e-mail address, please notify us by e-mail to wurnig@brigittawurnig.de.

15 Collection, storage, and processing of your personal data by CopeCart

(1) I use the provider "CopeCart" for some of my products for order processing. You can view the privacy policy of CopeCart here: [Privacy Policy CopeCart](#)

(2) In order to carry out and process a booking, CopeCart requires the following data from you:

- First and last name
- Address
- E-mail address
- for entrepreneurs also company name and VAT ID no.
- Telephone or mobile phone number

The specific data that is mandatory can be found in the mandatory fields depending on the product.

(3) If you wish to create a customer account, CopeCart requires the data mentioned in paragraph 2 and a password freely chosen by you.

(4) We use the data provided by you without your separate consent exclusively for the fulfilment and processing of your order(s), for example for the delivery of goods to the address provided by you. In the case of payment by bank transfer, CopeCart also uses your bank account or credit card data for

payment processing. Any further use of your personal data for the purposes of advertising, market research or the design of further offers in line with requirements requires your express consent.

(5) Without setting up a user account, CopeCart will only store the data provided by you within the scope of the obligations under tax and commercial law.

(6) If you change your personal details, you are responsible for updating them yourself. You can make the changes via CopeCart. For this purpose, you will either be provided with a link in the purchase confirmation or you can contact the [CopeCart contact centre](#).

16 Own provision of suitable IT infrastructure and software

You are responsible for providing and guaranteeing Internet access (hardware, telecommunication connections, etc.) and the other technical equipment and software (in particular web browsers and PDF programs such as Acrobat Reader®, Zoom/Teams) necessary for the use of online offers from me yourself and at your own expense and risk.

17 General information on the coaching program/coaching by me

(1) The coaching program is based on cooperation.

(2) Participation in the coaching program requires a self-directed willingness to learn. I cannot promise any particular success for these processes. I am merely a process facilitator and provide assistance, patterns and instructions. The implementation and making of management decisions/decisions are solely your responsibility.

(3) You are fully responsible for your own physical and mental health both during the session and in the period between appointments. Any actions you may take as a result of the coaching are your own responsibility. If you have a mental illness/medical diagnosis, ask your doctor if coaching may be appropriate. I reserve the right to discontinue coaching in such cases.

18 Know-how protection and confidentiality

(1) You are aware of the fact that all information that you receive during our cooperation about the way I provide my services (ideas, concepts and operating experience (know-how) developed by me) and which must be kept secret due to legal regulations, or the nature of the matter are subject to business secrecy. For this reason, you undertake to maintain the business secret and to keep the aforementioned information confidential.

(2) Within the framework of a reference agreed in writing, you are entitled to speak/write about the way in which you work with me.

(3) The obligation to maintain confidentiality shall survive the end of our cooperation.

(4) The following information shall not be covered by the obligation of professional secrecy.

- were already known before the confidentiality agreement,
- which were developed independently of me,

- were or are publicly available at the time of receipt of the information or subsequently became publicly available through no fault of your own.
- (5) An appropriate contractual penalty shall be due for each breach of the confidentiality obligation.

Part 5

Confidentiality and liability regulations

19 Confidentiality of both parties

- (1) I undertake to keep all confidential information from you confidential for the duration of the coaching program and also after it has ended.
- (2) You are obliged to maintain confidentiality about all information that is to be treated as confidential, of which you gain knowledge in the course of the cooperation, and to only use this information towards third parties with my prior written consent. This also applies to all documents that you receive from me within the framework of the coaching program or to which you have access.
- (3) In group programs, the duty of confidentiality also applies to confidential information about the other participants that you learn about them in the course of the program.

20 Liability for contents

- (1) In the coaching program and my other services, I show patterns and/or options for action and, if necessary, give general recommendations for action. The responsibility for implementation and making management decisions rests solely with you.
- (2) The files and documents issued by me are samples that you must adapt to your needs. No liability is assumed for the completeness and topicality of these samples.
- (3) I reserve the right to optimize and adapt the content at any time.

21 Limitation of liability

- (1) I am liable for intent and gross negligence. Furthermore, I am liable for the negligent breach of obligations, the fulfilment of which makes the proper execution of the contract possible in the first place, the breach of which endangers the achievement of the purpose of the contract and on the observance of which you may regularly rely. In the latter case, however, I am only liable for the foreseeable damage typical for the contract. I am not liable for the slightly negligent breach of obligations other than those mentioned in the above sentences.

The above exclusions of liability do not apply in the event of injury to life, limb or health. Liability under the Product Liability Act remains unaffected.

(2) Data communication via the Internet cannot be guaranteed to be error-free and/or available at all times according to the current state of the art. In this respect, I am not liable for the constant and uninterrupted availability of the offer.

(3) All of the aforementioned limitations of liability shall also apply to my vicarious agents.

22 Force majeure

(1) Force majeure shall be deemed to exist if there is an external event that has no operational connection and cannot be averted even by exercising the utmost care that could reasonably be expected. Force majeure shall be assumed in the case of natural disasters (floods, earthquakes, natural disasters, storms, hurricanes, fire, political events (wars, civil wars), as well as other events such as epidemics, pandemics, diseases and quarantine orders by authorities, countries and states.

The lists are not exhaustive; events comparable to those mentioned in paragraph 1 also fall under the concept of force majeure.

(2) The party who first learns of the event shall inform the other party in a timely manner.

(3) In the event of force majeure within the meaning of paragraph 1, we agree that contractual services shall initially be suspended for the duration of the impediment. I.e., the services of both parties will be suspended for the time being. Fees already paid in advance for consultations, events, courses etc. remain with me for this period. If you still have to make payments, the payments for services already rendered are still to be made by you. For services not yet rendered, you can pause the payment for the period of the contract suspension.

After the end of the unforeseeable event, the contract will be resumed.

Further possible damages shall be borne by each party.

(4) If the event lasts longer than 6 months, we are both entitled to terminate the contract in text form with a notice period of 3 weeks to the end of the month.

The services already rendered by me are to be paid by you. Fees paid in advance are to be refunded by me. If you have made a payment to secure a guaranteed place in one of my events/courses, this fee will not be refunded, as the service in return for securing a place was provided by me and is independent of whether the event/course takes place or not. Any additional ticket fee, online course fee etc. will of course be refunded to you. In the event of this cancellation, each party will also bear any further damages (e.g., hotel bookings, flight bookings, etc.) themselves.

(5) In the event that the event lasts longer than 12 months, the contract will be terminated. I will then draw up a final account. This statement will list the services I have provided and the payments you have made. In the event that you still have to make payments for services already rendered, these must be paid within 14 days of receipt of the final statement.

If there is a credit in your favor, this will be paid out to you within 14 days of the final invoice being sent. The final invoice can be sent as a PDF attachment by e-mail. Further claims due to force majeure are excluded. Each party shall bear its own damages incurred.

Part 6

Final Provisions and Place of Jurisdiction

23 Amendment of these GTC

These GTC can be changed if there is an objective reason for the change. This could be, for example, changes in the law, adjustments to my offers, changes in case law or a change in economic circumstances. In the event of significant changes that affect you, I will inform you in good time about the planned changes. You have a 14-day right of withdrawal after being informed. After expiry of this period, these new regulations become an effective part of the contract.

24 Final provisions

(1) The terms and conditions written here are complete and final. Amendments and supplements to these Terms and Conditions should be made in writing in order to avoid ambiguities or disputes between us about the respective agreed content of the contract - whereby e-mail (text form) is sufficient.

(2) If you, as a consumer, had your domicile or usual place of residence in Germany at the time of conclusion of the contract and have either moved out of Germany at the time of the institution of legal proceedings by me or your domicile or usual place of residence is unknown at this time, the place of jurisdiction for all disputes is the registered office of Brigitta Wurnig Coaching GmbH in Hamburg, Germany. For merchants within the meaning of the German Commercial Code (HGB), legal entities under public law or special funds under public law, the place of jurisdiction is the registered office of Brigitta Wurnig Coaching GmbH.

(3) I draw your attention to the fact that, in addition to the ordinary legal process, you also have the option of settling disputes out of court in accordance with Regulation (EU) No. 524/2013. Details can be found in Regulation (EU) No. 524/2013 and at the Internet address: <http://ec.europa.eu/consumers/odr> I do not participate in the dispute resolution procedure.

(4) Should individual provisions of this contract be or become invalid, this shall not affect the rest of the contract. The scope of services agreed in the provision shall then be adjusted to the legally permissible extent.

Version 2

Status June 2023

Appendix

Appendix 1:

Consumer information and cancellation policy

- (1) The language available for the conclusion of the contract is exclusively German.
- (2) The presentation of my services on the website does not constitute a binding offer on my part. Only the booking of a service by you is a binding offer according to § 145 BGB. In the event of acceptance of this offer, I will send you a booking confirmation by e-mail. This concludes the contract for the booking/purchase.
- (3) The prices quoted by me are gross prices including taxes (for Germany).
- (4) The data required for the processing of the contract between you and me are stored by me and are accessible to you at all times. In this respect, I refer to the regulation of the privacy policy on my website.
- (5) As a consumer, you have a right of revocation in accordance with the following instructions.

Cancellation policy

Right of withdrawal

As a consumer, you have the right to cancel the contract within fourteen days without giving any reason.

You do not have a right of cancellation if you expressly agreed when making your booking/purchase that I should start providing the service before the end of the cancellation period and this service has been provided in full. If I have partially performed the service, you no longer have a right of withdrawal.

Deadline for booking coaching/coaching programs

The cancellation period is fourteen days from the day of the conclusion of the contract. The contract is concluded on the day on which you receive a confirmation email from me after a successful booking/purchase.

To exercise your right of withdrawal, you must contact me at
Brigitta Wurnig Coaching GmbH
Neuer Wall 10
20354 Hamburg
Germany

or to

+49 40 82215-3303

wurnig@brigittawurnig.de

by means of a clear declaration (e.g., a letter sent by post or e-mail) about your decision to revoke this contract. You can use the attached model withdrawal form, which is not mandatory.

Appendix 2

To comply with the cancellation period, it is sufficient for you to send the notification of the exercise of the cancellation right before the end of the cancellation period.

Consequences of revocation

If you cancel this contract, I must repay you any payments I have received from you no later than fourteen days after the day on which I receive notification of your cancellation of this contract. For this repayment, I will use the same means of payment that you used for the original transaction.

If you made the payment by bank transfer, please let me know your account details, as I can only see part of your account details on the bank statement.

If you have agreed that I should begin with the services before the 14-day revocation period has expired, then you must also provide me with the consideration (fee) for these services and have no claim to reimbursement in this respect.

Sample revocation template

Model for the withdrawal form pursuant to
Annex 2 to Article 246a § 1 para. 2 sentence 1 no. 1 and § 2 para. 2 no. 2 Introductory Act to the
German Civil Code (EGBGB)

Brigitta Wurnig Coaching GmbH
New Wall 10
20354 Hamburg
Germany

or to

+49 40 82215-3303
wurnig@brigittawurnig.de

I/we (*) hereby revoke the contract concluded by me/us (*) for the booking of the coaching program
(description so that it can be clearly determined to which booking the revocation relates).

- posted on: (*) /
- Confirmation email received on: (*)
- Name of the consumer(s);
- Address of the consumer(s);
- Account details for the refund
- Signature of the consumer(s) (only in the case of notification on paper);

Date

(*) Delete as applicable