

GENERAL TERMS AND CONDITIONS (GTC)

For the sake of readability, the masculine form is used; it includes all genders. For reasons of clarity, the term “Customer” refers to the (economic) client. “Coachee” or “training participant” refers to the person or group directly participating in coaching or training. The Customer (client) and Coachee (participant) may be the same person. By placing an order, the client accepts these terms and conditions. The client is responsible for making these GTC available to the Coachee or training participant. These GTC are available for download on our website: www.leadyn.ag. When registering for training via our website, we explicitly refer to the validity of these GTC. Side agreements are only valid if made in writing.

DATA PROTECTION & CONFIDENTIALITY

LEADYN AG and its employees, representatives, and agents (hereinafter “LEADYN”) undertake to maintain confidentiality towards third parties regarding all business, commercial, and private matters of the client and coachee that become known in the course of their work, even after termination of the contract. Any disclosure of coaching content or discussions within trainings or events to the client requires the explicit consent of the coachee or training participant. Furthermore, LEADYN undertakes to carefully store all documents provided for coaching, training, or consulting purposes and to protect them from access by third parties. The client and coachee/training participant agree to the storage of their data. The data will be handled in accordance with applicable data protection laws and used exclusively within the necessary scope. Data will not be shared with third parties for advertising purposes.

OFFERS AND FEES

Changes to offers and fees are subject to change. All fees are stated in euros. Services are charged according to the agreed fees. Additional costs such as telephone charges, travel, and accommodation expenses will be charged separately within reasonable limits, provided they were explicitly part of the offer. Appointments for telephone or virtual coaching are arranged between coach and client based on mutual availability. Unless otherwise agreed, the client is responsible for payment. The engagement of LEADYN constitutes a service contract unless expressly agreed otherwise. The subject of the contract is the provision of agreed services, not the achievement of a specific result. LEADYN does not guarantee any specific economic outcome. Initial clarification with the client is generally free of charge. Clarification with the coachee is part of the coaching and billable. The first hour is always charged in full; thereafter billing is in half-hour increments. Unless otherwise stated, prices are exclusive of VAT. For trainings offered by LEADYN, the daily training price per person includes VAT, catering, and proportional room costs. Additional tools or materials are included free of charge.

CANCELLATION

Agreed appointments are binding. Time and place are mutually agreed. The client must attend punctually. If a coach cannot fulfill an appointment due to force majeure or unforeseen circumstances (e.g., illness, accident), the appointment will be rescheduled. Registration for training modules or programs is binding. If LEADYN cancels an appointment, the contract will be modified accordingly. No further claims (e.g., cancellation costs for travel or accommodation) may be made.

Cancellation policy for individual coaching and training:

Up to 7 days before: free cancellation

Up to 3 days before: 50% fee

Less than 3 days or no-show: 100% fee

Credit for future participation may be granted at LEADYN's discretion

External room costs are always charged if they cannot be canceled.

Cancellation policy for team coaching/workshops:

Up to 28 days before: free

Up to 7 days before: 50%

Less than 7 days: 100%

External costs always charged if non-cancellable

PAYMENT TERMS

LEADYN may invoice completed work packages immediately. Payment is due within 2 weeks unless otherwise agreed. No discounts apply. The same applies in case of cancellation or delayed acceptance by the client. Coaching/training is generally invoiced upon completion. Billing is based on the client's provided address. For direct debit, bank details must be provided. Returned debit fees: €29.00. LEADYN reserves the right to charge default interest of 9 percentage points above the base rate after 5 days of delay.

COPYRIGHT

All materials provided are included in the fee unless otherwise agreed and are for personal use only. LEADYN retains full copyright to all concepts and materials. Reproduction or distribution requires explicit permission.

PARTICIPATION REQUIREMENTS

Training modules build on each other. Participation in all modules is recommended but not mandatory. LEADYN may assess participant knowledge beforehand. Coaching is not psychotherapy. Normal mental and physical stability is required. All parties confirm they are not affiliated with Scientology or extremist organizations. LEADYN rejects any sectarian practices.

LIABILITY

Participants are responsible for their own actions. Claims for damages are limited to cases of intent or gross negligence. LEADYN assumes no liability for personal belongings. LEADYN is not liable for force majeure or infrastructure failures. No liability for damages caused by the client's failure to meet obligations. LEADYN is not responsible for third-party content handled on behalf of the client. No claims arise from other clients' behavior. Exclusions also apply to employees and agents. Product liability law remains unaffected. LEADYN selects qualified trainers but does not guarantee success.

CHANGES

We reserve the right to make improvements and changes.

FINAL PROVISIONS

If any clause is invalid, the rest remains effective. A legally valid equivalent provision shall replace it.

PLACE OF PERFORMANCE AND JURISDICTION

Place of performance: Munich

Jurisdiction: Local Court of Munich

Applicable law: Federal Republic of Germany

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