

General Terms and Conditions (GTC)

of BCA Business Coaching Akademie Lübeck

Preamble

The activities of BCA Business Coaching Akademie Lübeck include consulting, guidance, and support for individuals and companies in change processes through individual, team, business, and private coaching, workshops, as well as coach training and further education programs and related events. Reference is expressly made to the contents of the services and events published on www.bca-luebeck.de and www.martina-martin-coaching.de

1. Scope of Application

These General Terms and Conditions apply to all coaching events and services offered by BCA Business Coaching Akademie Lübeck.

- a. The subject matter of the contract is the provision of the agreed services, not the achievement of a specific result. These are service contracts.
- b. In principle, all events offered by BCA Business Coaching Akademie Lübeck may be booked by any interested person who is mentally and physically capable of participation. Coaching is not a form of therapy.

2. Registration

Registration for events offered by BCA Business Coaching Akademie Lübeck via www.bca-luebeck.de, www.martina-martin-coaching.de, via direct landing page links, or by email, is binding.

After booking, participants will receive a written confirmation from BCA Lübeck via email.

3. Participation Fees

- a. Unless expressly stated otherwise, the agreed participation fee applies per participant and per Event and is subject to the applicable statutory VAT.
- b. In addition to the training itself, the agreed participation fee includes digital seminar materials as well as snacks and conference beverages. Any additional catering (lunch and/or dinner) is only included if individually agreed upon.

BCA Business Coaching Akademie Lübeck

Martina Martin & Team

Media Docks / Willy-Brandt-Allee 31 A, 23554 Lübeck
T 0049 173 6157 591

kontakt@bca-hl.de
www.bca-luebeck.de

Bank Details: Sparkasse zu Lübeck

BIC: NOLADE21SPL
IBAN: DE72 2305 0101 0160 7982 45
VAT ID No: DE 63 703 482 150
Tax Number: 22/153/04482

4. Cancellations

Cancellations are only effective if submitted in writing.

Cancellation Conditions by the Customer

Individual Sessions and Coaching Appointments

- Up to 5 working days before the agreed coaching appointment: 0% of the fee
- From the 5th working day before the agreed coaching appointment: 50% of the fee
- From the 2nd working day before the agreed coaching appointment: 100% of the fee

Workshops and Full-Day Events

- Up to 28 days before the start of the event: 0% of the agreed fee
- 27–21 days before the start of the event: 40% of the agreed fee
- 20–14 days before the start of the event: 60% of the agreed fee
- 13–0 days before the start of the event: 100% of the agreed fee

Business Coach (IHK) Training Program and Digital Systemic Coach Training Program

- Up to 56 days before the start of the event: 0% of the agreed fee
- 55–29 days before the start of the event: 80% of the agreed fee
- From 28 days before the start of the event: 100% of the agreed fee

As an alternative to cancellation, a third party may participate in the booked event as a substitute participant. The substitute participant must be registered accordingly. If a suitable substitute participant is registered, the originally registered participant shall only be charged an administrative fee of €150.00.

After the start of an ongoing event, it is no longer possible to provide a substitute participant.

If a participant is unable to attend one or more seminar components/modules after the start of the event for important reasons, the participant will be given the opportunity to make up the missed content. Refunds of participation fees already paid are excluded.

Any other cancellation costs shall be governed by the individual agreement.

5. Changes to Events

Events shall be conducted in accordance with the program published online by BCA Business Coaching Akademie Lübeck. However, we reserve the right to change trainers/coaches and/or relocate or modify the program schedule, provided that the overall objective of the event is not fundamentally altered.

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6. Liability

If an event must be cancelled for reasons attributable to BCA Business Coaching Akademie Lübeck (e.g., illness of the trainer/coach or insufficient number of participants), participants will be informed immediately. Participation fees already paid will be refunded. Further claims are excluded.

BCA Business Coaching Akademie Lübeck shall only be liable for material and financial damages, regardless of the legal basis, in cases of intent and/or gross negligence.

7. Copyrights

All event materials provided to participants are protected by copyright. They are intended exclusively for personal use. Reproduction, distribution, or any other use of the provided materials is only permitted with the express written consent of BCA Business Coaching Akademie Lübeck.

8. Place of Performance / Jurisdiction

The place of performance is the event location communicated to participants in writing.

The place of jurisdiction for all disputes shall be Lübeck, Germany.

9. Data Protection

We, the team of BCA Business Coaching Akademie Lübeck, place great importance on the security of your data. All employees and coaches are subject to strict confidentiality obligations, and we take the General Data Protection Regulation (GDPR) very seriously.

As the basis for transparent cooperation, you can find further information regarding data protection in our General Terms and Conditions on our website: BCA Business Coaching Akademie Lübeck.

In addition, at the beginning of the assignment you will receive further information in the form of our declaration of consent regarding the collection, processing, and storage of data in accordance with the General Data Protection Regulation (GDPR).

10. Declaration of Non-Affiliation with Scientology

BCA Business Coaching GmbH & Co. KG hereby declares that neither its employees, the company itself, nor the partnership operate according to the technology or teachings of L. Ron Hubbard. Furthermore, neither the owners nor the employees are trained according to the technology or teachings of L. Ron Hubbard, nor do they attend courses and/or seminars based on such teachings.

The technology and teachings of L. Ron Hubbard are expressly rejected as a basis for company management and for all coaching and training activities.

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