

General terms and conditions

General business conditions on the provision of services in the areas of consultations, courses, training, seminars, lectures, personal coaching and workshops and on the sale of electronic books and publications.

Definitions

The seller and at the same time the operator of the website www.mindflowcoaching.co is Veronika Monteith, company ID number 52 022 536, with registered office in Mýtňa 2885/21 811 07 Bratislava – Staré Mesto, Slovak Republic.

The supplier of the services offered on the website www.mindflowcoaching.co is Veronika Monteith, company ID number 52 022 536, with registered office in Mýtňa 2885/21 811 07 Bratislava – Staré Mesto, Slovak Republic.

Any visitor who has created an order or registration through the website www.mindflowcoaching.co is a buyer or orderer (orderer). The service is all products published on www.mindflowcoaching.co.

An order is created by confirming the process of ordering or registering on the website www.mindflowcoaching.co by choosing the services of the buyer, including the complete filling of the order or registration form. The buyer fully acknowledges electronic communication, especially through the website www.mindflowcoaching.co, e-mail communication, as well as telephone communication.

Subject and conclusion of the contract

The subject of the purchase agreement is the provision of services - personal/online meetings in the form of consultations, courses, training, seminars, lectures, personal coaching and workshops in the field of personal development and the sale of electronic books and publications.

By confirming the order, or the provision of an invoice by the seller creates a purchase contract, which can be changed, canceled or supplemented only on the basis of a mutual agreement between the buyer and the seller, unless the law or other legal regulation stipulates otherwise. By sending the order, the buyer is bound to pay the purchase price of the ordered service.

By concluding the purchase contract, the buyer confirms that he has familiarized himself with these terms and conditions and that he agrees with them. The seller confirms that he will provide the buyer with services within the agreed scope. The buyer is sufficiently informed of

these terms and conditions before placing the order and has the opportunity to familiarize himself with them. These terms and conditions form an integral part of the concluded contract.

Order and registration

The order is created by confirming the ordering or registration process on the website www.mindflowcoaching.co by selecting the products by the buyer, including the complete filling of the order form. In order to process the order correctly, it is necessary to fill in the required data in the order and choose payment options for the ordered service. Registrations are carried out according to the order. Applications, transfers, or cancellations will only be accepted in writing (post, fax, email). Each application is considered binding.

After sending the order, an invoice is issued and delivered to the customer. The invoice is sent to the email address specified in the order form.

The price

We are not VAT payer. All prices shown on the website www.mindflowcoaching.co are final. The buyer is bound by the price indicated on the website www.mindflowcoaching.co at the time of purchase or registration.

Payment terms and payment options

After completing the order or registration, the buyer is obliged to pay the payment to complete the order. Products can be paid for in the following ways:

- payment by transfer to a bank account (the bank account number will be provided in the invoice),
- instant payment through the Stripe payment gateway.

Terms of Delivery

The seller is obliged to provide the agreed services - to hold a personal meeting, or to provide a meeting using electronic communication with the buyer on the agreed date in the order, or on another date based on the agreement with the buyer. In the event that the subject of sale is an electronic book or other publication, the seller is obliged to deliver the ordered product electronically to the email address specified in the order form by the buyer immediately after crediting the money to the seller's account. The place to which the service is delivered is considered the place of performance of the service.

Changes in the program of the course, training, seminar, training

The seller reserves the right to organizational changes in the program. Such changes include, for example, the implementation of the provided activity, which depends on the minimum number of participants.

Copyright

The customer acknowledges that the delivered products are intellectual property and are protected by copyright and other intellectual property rights belonging to Veronica Monteith. The contract between the supplier and the customer does not transfer any intellectual property rights. Unless otherwise agreed, the customer has the right to use the products exclusively as an end user in a manner resulting from the nature and purpose of the product. It is not permitted to copy, reproduce, provide to a third party, publish or otherwise disseminate them in any media or way.

The customer's right to withdraw from the contract

For withdrawal from the contract, the relevant provisions of the current legislation of the Slovak Republic apply. The customer has, on the basis of Act no. 102/2014 Coll. on consumer protection when selling goods or providing services on the basis of a contract concluded at a distance or a contract concluded outside the seller's premises and on the amendment of certain laws (hereinafter referred to as "the Law") according to the provisions of § 7 par. 6 letter a) et seq., the right to withdraw from the purchase contract without giving a reason within 14 calendar days from the date of conclusion of the contract.

Withdrawal can be made electronically to e-mail: veronika@mindflowcoaching.co by declaring that the customer withdraws from the contract concluded remotely. The amount paid will be returned to the customer no later than 14 days after the valid withdrawal from the contract to his bank account.

Complaint

A service complaint must always contain a specific and objective description of the claimed fact. Complaints can be made by e-mail to the e-mail address of the operator: veronika@mindflowcoaching.co within 14 days before the day of delivery of the service. The service provider undertakes to notify the result of handling the complaint within 14 days from the day of receipt. In the case of a justified complaint recognized by the service provider, the client will individually agree on the replacement of the service complained of, or next step.

Damage compensation for non-acceptance of the service

The seller has the right to compensation for damages (according to § 420 et seq. of the Civil Code), in the event that the buyer ordered a service that he did not cancel and at the same time did not pay the agreed purchase price. By this action, the buyer violated his obligation stated in the section Payment conditions and payment options, according to which the buyer is obliged to pay the agreed amount.

When determining the amount of compensation for damages, the seller takes into account, above all, the administration of the order, as well as all other costs that he incurred with the implementation of the order in question, and at the same time he has the right to charge the lost profit. The seller has the right not to exercise the right to compensation for damages or to exercise this right only in part.

Cancellation terms

Open courses, trainings, seminars, workshops (hereinafter referred to as activity) can be canceled under the following conditions:

Up to 4 weeks before the start of the activity, cancellation is possible free of charge. In case of cancellation from 4 weeks before the start of the activity, a cancellation fee of 50% will be charged, from 1 week before the start of the activity 100% of the participation fee. Cancellations must be made in writing without exception. Substitutes may be appointed at any time.

Consultations/Personal coaching

Consulting/Coaching services can be canceled or rescheduled free of charge up to 48 hours before the due date. A cancellation fee of 100% will be charged when a coaching session is canceled on the day of the appointment or for non-cancelled appointments.

Warranty conditions

Warranty conditions do not apply to this type of service.

Automatically obtained data on visitor behavior on the website and cookie files

We use "cookies" files on our website in order to provide visitors with greater comfort when viewing them. "Cookies" are small text files that websites create on your device when you access them.

Of course, you can view these websites without cookies, but it is possible that some of their functions will be limited and the comfort of use will be reduced. Most browsers accept these files automatically, but it is possible to prevent their storage by selecting the "do not accept cookies" option in the browser settings. You can also delete cookies that have already been saved on your device at any time. You can find out the exact setting of this function using the "help" of your browser.

Google Analytics

This website uses Google Analytics, a web analysis service provided by Google, Inc. (Google). Google Analytics uses cookies, i.e. text files placed on the computer, which help analyze how

users use the website. The information generated by the cookie about how you use the website (including your IP address) will be sent to and stored by Google on servers in the United States.

Google will use this information to evaluate the use of the website, to create reports on website activity for its operators and to provide other services related to website activity and Internet usage. Google may transfer such information to third parties if required by law or if such third parties process the information on behalf of Google. Google does not associate your IP address with any other data it stores. You can refuse the use of cookies by selecting the appropriate browser setting. However, please note that if you do this, you will not be able to fully enjoy the functionality of these websites. By using these pages, you consent to the processing of data about you by Google in the manner and for the purposes stated above.

Final provisions

The seller reserves the right to amend these general terms and conditions even without prior notice to the buyer. In the event of a change to the general terms and conditions, the entire purchase process is governed by the general terms and conditions that were valid at the time the order was sent by the buyer, and these are accessible on the seller's website. By sending the order, the buyer confirms that he/she has read the general terms and conditions and agrees with their wording.

These general terms and conditions are published on the website www.mindflowcoaching.co.

Relationships not otherwise regulated in these general terms and conditions as well as in their inseparable parts (appendices) are governed by the relevant provisions, primarily Act no. 185/2015 Coll., Act no. 40/1964 Coll., Act no. 250/2007 Coll., Act no. 102/2014 Coll., Act no. 122/2013 Coll., Act no. 22/2004 Coll. as well as Act no. 513/1991 Coll.

These general terms and conditions come into effect on August 8, 2023.

In Bratislava on 8/8/2023

Veronika Monteith

Business name: Veronika Monteith

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