

Trilogie GbR - Michaela Eisele, Lorenz Haschtmann

General Terms & Conditions

I. General Provisions

1. Preliminary Remarks

Trilogie strives for a partnership-based relationship with customers and participants that is as unbureaucratic as possible.

Nevertheless, we cannot avoid charging fees for short-notice cancellations as listed in Sections II. to IV.

2. Prices

Our prices do not include VAT. Prices are valid per person for open seminars. For in-house events (seminars, workshops, etc.) prices are valid per trainer day (participation according to the number of persons stated in our order confirmation).

3. Payment Period

Unless otherwise agreed, a payment period of seven days from the date of invoice without deductions shall apply.

4. Cancellation of Events by Trilogie

We assume no liability for any costs arising from the seminar booking (e.g., hotel costs, travel costs of the participants) if an event is canceled (e.g., due to illness or force majeure). In such a case, we will offer you an alternative date.

5. Participants' Responsibilities

Each participant bears full responsibility for him-/herself and his/her actions within and outside of the events and is responsible for any damage caused. Our services do not constitute psychotherapy and cannot replace it. Participation requires typically normal mental and physical resilience.

6. Anti-Scientology Declaration

Trilogie declares that their trainers, as well as co-trainers and employees neither work or have worked according to the techniques of L. Ron Hubbard (founder of the Scientology organization), that they have not been trained according to the methods of L. Ron Hubbard, nor attend or have attended any courses or seminars with the Scientology organization in which work is done according to the technology of L. Ron Hubbard and that all seminars and training by Trilogie are not carried out according to such techniques.

Trilogie also rejects sectarian practices of any kind and expressly distances itself from them.

7. Privacy Policy

Company and personal data are stored and automatically processed in connection with order handling, yet not passed on to third parties. All personal data is treated according to the GDPR-regulations.

8. Place of Jurisdiction: Hamburg

9. Severability Clause

Should any parts of this contract be or become invalid, the validity of the remaining provisions shall not affect the entirety of these General Terms and Conditions.

The ineffective provision shall be replaced by a legally valid provision that, in economic terms, comes as close as legally permissible to the ineffective provision's regulatory purpose.

The same applies to any loopholes in this contract.

II. In-House Events (Seminars, Workshops, etc.)

1. Cancellation

An event (seminar, workshop, etc.) is considered booked as soon as you have received the order confirmation from Trilogie with a scheduled date.

Cancellations are free of charge up to and including 29 days before the booked event date.

Cancellations within 28 to 15 days before the scheduled date will incur a fee of 50% of the agreed price for the planned event.

For later cancellations, the total fee for the event must be paid.

Costs already incurred by the trainer (train, flight, hotel etc.) are to be reimbursed by the client, regardless of the date of cancellation.

2. Rescheduling

If the scheduled date of a booked event (for which you have already received an order confirmation from us) is rescheduled, the following costs will be incurred:

Rescheduling is free of charge up to and including 29 days before the agreed date of the event.

In case of rescheduling between 28 and 15 days before the agreed start of the event, 20% of the total price will be invoiced.

For rescheduling between 14 days and 1 day before the agreed date of the event, 40% of the total price will be invoiced.

A cancellation is considered rescheduling if a new date for the same event is agreed upon and carried out within the next six months.

3. Costs for Room, Accommodation, Meals and Travel Expenses

The costs for a participant's catering and accommodation as well as travel and seminar room incl. equipment are to be paid by the client. The client will also pay the travel costs for the trainers/moderators and their accommodation and catering.

4. Trainer Selection

Trilogie will make every effort to employ the agreed trainer, yet we reserve the right, especially in case of illness, to assign another trainer to carry out the training.

III. Open Seminars

1. Conclusion of Contract

With the written registration by post, fax, e-Mail, or via our website, the contractual partner undertakes to participate in the booked seminar and to pay the seminar fees plus VAT.

By sending an order confirmation, Trilogie notes acceptance of the order, and the seminar is considered booked.

2. Seminar Fees

The seminar price includes beverages and snacks during breaks and lunch, seminar documents, and a certificate for each participant.

3. Cancellation

Cancellations up to 4 weeks before the start of the event are free of charge.

In the case of later cancellations, the customer may designate a substitute participant. Should no substitute participant be named, a cancellation fee of 50% of the participation fee is due if the cancellation is made between 28 and 15 days before the start of the seminar. In the event of later cancellations, non-appearance or only partial attendance of the participant, the entire participation fee for the booked seminar must be paid.

4. Accommodation and Catering Costs

Accommodation and catering costs at the hotel are to be settled directly with the hotel by the participant. Hotel rooms will be reserved directly and independently by the participant.

5. Single Registration / Performance Guarantee

In case your participant is the only registered participant, we offer you - at the same price - personal, individual training, which is tailored to your needs. The duration of this individual training will be set at 50% of the originally booked event.

It is your decision whether you accept this offer. In this manner, we ensure that the training can take place.

6. Repetition

Each open seminar participant can repeat taking part in this seminar within one year, free of charge. In this case, only the catering and venue expenses will be charged to you. Please inquire about these expenses previous to the commencement of the event.

IV. Coaching

1. Cancellation

Coaching processes can be terminated at no charge by either party at any time and without explanation.

Services rendered up to the time of cancellation will be invoiced.

Coaching sessions that are canceled or rescheduled 1 to 5 days before the scheduled appointment will be invoiced.

2. Scheduling

Appointments for coaching sessions are individually agreed upon and scheduled between the coachee and coach.

3. Accommodations and Catering Costs

The client will carry any incurring accommodation and catering costs as well as travel expenses for coachee and coach.

V. Organization and Change Consulting

1. Legal Disclaimer

Trilogie and their consultants consider carefully the information and advice provided during consultation/support of organization and change processes. Nevertheless: Our consultants' work is solely a consulting and advisory service. Any decisions or actions taken are the responsibility of our client. Success is not guaranteed by Trilogie. Any liability is excluded.

2. Cancellation

Consulting processes can be terminated at no charge by either party, at any time and without explanation. Services rendered up to the time of cancellation will be invoiced.

3. Project Execution

Trilogie will appoint a project manager for consulting projects. The conditions set out in section II and IV apply correspondingly to any events which are part of the the project.

Barnitz/Hamburg, February 01, 2020