

## General terms and Conditions In Flux coaching

### 1. What to expect from coaching at In Flux

Coaching at In Flux supports your professional and personal development. The coaching is future-oriented and reflective; it is not therapy or treatment. You remain responsible for your own choices and results.

### 2. Confidentiality

What you discuss in the sessions remains confidential. Information will only be shared with third parties if you give your prior consent, or if there is a legal obligation or immediate safety risks.

### 3. Professional approach

In Flux works according to the professional and ethical principles of the [ICF](#) with professionalism, collaboration, humanity and equity as core values.

If a question falls outside the scope of coaching, we will discuss appropriate alternatives.

### 4. Appointments and cancellation

Sessions usually last 60–90 minutes, or 120 minutes in exceptional cases. Appointments can be cancelled free of charge up to 24 hours in advance. If cancelled after this time or if you do not show up, the session will be charged.

### 5. Programmes, commitment and payment

In Flux generally works with programmes consisting of 6 to 8 sessions. The number, duration, location, frequency and costs of the sessions are laid down in a coaching contract prior to the first session. Coaching programmes are invoiced after the first session, with a payment term of 14 days.

In the event of early termination, the following applies:

- Sessions that have already taken place will be charged in full.
- In addition, one extra session will be charged as a cancellation fee.
- The remainder of the prepaid amount will be refunded within 14 days.
- In the event of force majeure, we will work together to find a reasonable solution.

### 6. Responsibility and development

Coaching stimulates insight and growth, but does not guarantee specific outcomes. Your commitment and application determine the result. In Flux facilitates the process of personal and professional growth with professional guidance in a safe setting.

## 7. Completion of the coaching programme

A joint conclusion is preferred and allows for the evaluation of results and the determination of any follow-up steps.

## 8. Privacy (GDPR)

In Flux will only process personal data that is necessary for carrying out the coaching. Data is stored carefully and securely and is not shared without your permission, except when legally required.

## 9. Liability

In Flux carries out the coaching programme carefully and professionally. You remain responsible for any decisions you make as a result of the process. In Flux's liability is limited to the amount agreed for the programme or the session in question.

## 10. When your employer is the client

If an employer finances the programme, the content of the conversations remains strictly confidential. Feedback to the client is agreed in advance and is limited to progress and process information.