



Additional Terms and Conditions

CHW-Coaching

Your progress is my joy.

+41 78 239 12 12

winn.chelini@chw-coaching.ch

www.chw-coaching.ch



CHW-Coaching

General Terms and Conditions of Sale and Delivery

1 General

1.1 These General Terms and Conditions of Sale and Delivery are binding for coaching services, provided they are declared applicable in the offer or order confirmation. Deviating terms of the customer are only valid if explicitly accepted in writing by CHW-Coaching.

1.2 All agreements and legally significant declarations of the contracting parties must be made in writing to be valid.

2 Orders and Contract Conclusion

2.1 The contract is considered concluded as soon as CHW-Coaching confirms the order in writing

2.2 Orders can be placed by phone, email, or via the website. The customer will receive an order confirmation at least two days before the start of the service.

3 Scope of Service

3.1 The scope of the service is defined in the order confirmation. Additional services or materials not included may be invoiced separately.

4 Place, Time, and Duration of Service

4.1 Services are provided at CHW-Coaching's location, online (remotely), or as agreed.

4.2 The duration of the service is determined by the customer and specified in the confirmation email.

5 Prices

5.1 Unless otherwise agreed or stated, prices are net in Swiss francs, excluding VAT. There are no transport, packaging, or insurance costs, as services are predominantly provided online.

6 Payment Terms

6.1 Payment for coaching appointments must be received at least 48 hours before the appointment. The preferred payment method is Twint, as payments are immediate and without delay.

6.2 If the customer chooses a bank transfer, payment must also be received at least 48 hours before the appointment; otherwise, the appointment will be canceled.

6.3 Payments must be made without deductions for discounts, fees, taxes, or charges.



7 Coaching Packages

7.1 CHW-Coaching offers coaching packages at a reduced price. Since these offer a benefit to the customer, partially used coaching packages are non-refundable.

7.2 Coaching packages are personal and non-transferable.

8 Coaching Appointments

8.1 Agreed appointments are binding. If appointments cannot be kept, they must be rescheduled or cancelled at least 48 hours in advance (by phone or email). Missed appointments without notice will be fully charged or deducted from the coaching package.

9 Copyright and Intellectual Property

9.1 Course materials and other materials used in coaching are subject to copyright and may not be reproduced or shared without written permission from CHW-Coaching. All materials are the intellectual property of CHW-Coaching.

10 Liability and Warranty

10.1 CHW-Coaching is not liable for consequential damages arising from the use of coaching services. Claims for damages are excluded to the extent permitted by law.

11 Applicable Law

11.1 This contract is governed by Swiss law.

12 Jurisdiction

12.1 The place of jurisdiction and performance is Zurich, Switzerland. However, CHW-Coaching is entitled to sue the customer at their place of residence or business.

Version: 17.01.2025