

General Terms and Conditions and Right of Withdrawal for Consumers of Stephanie Groenke Coaching

Part 1

Scope of application and applicable law

1 Scope of application

(1) The following General Terms and Conditions shall apply to all legal transactions between consumers, entrepreneurs and

Stephanie Grönke

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Heidplacken 12

26129 Oldenburg

Germany

www.stephaniegroenke.com

hereinafter referred to as "I". The legal transactions can be concluded in person, by post, by messenger, by e-mail, in the first meeting by phone or video conference or via the website.

(2) The language available for the conclusion of the contract is exclusively German and English. Translations into other languages are for your information only. The German text shall take precedence in the event of any differences in language usage.

(3) These GTC apply exclusively. Any terms and conditions used by you that conflict with or deviate from these GTC shall not be recognised by me unless I have expressly agreed to their validity in writing or in text form.

(4) In individual cases I use a supplementary agreement in addition to these GTC. This shall be concluded separately between us and shall take precedence over these GTC in case of doubt.

2 Applicable law and consumer protection regulations

(1) The law of the Federal Republic of Germany shall apply to the exclusion of international private law and the UN Convention on Contracts for the International Sale of Goods applicable in Germany if:

- a) you order as an entrepreneur,
- b) you have your habitual residence in Germany or
- c) your habitual residence is in a state which is not a member of the European Union.

(2) In the event that you are a consumer within the meaning of Section 13 of the German Civil Code (BGB) and you have your habitual residence in a member state of the European Union, the applicability of German law shall also apply, whereby mandatory provisions of the state in which you have your habitual residence shall remain unaffected.

(3) A consumer within the meaning of the following provisions is any natural person who enters into a legal transaction for purposes which can predominantly be attributed neither to his commercial nor to his independent professional activity. An entrepreneur is any natural or legal person or a partnership with legal capacity who, when concluding a legal transaction, acts in the exercise of his or her independent professional or commercial activity.

(4) Swiss substantive law shall apply exclusively to Swiss consumers. For entrepreneur customers from Switzerland, German law is agreed.

(5) The version of these GTC valid at the time of booking shall apply.

(6) The prices at the time of booking apply.

(7) If certain discount or promotional offers are advertised, these are limited in terms of time or quantity. There is no entitlement to them.

Part 2

Conclusion of the contract, payment modalities, term of the contracts and revocation

3 Subject matter of the contract

(1) The subject of the contract may be the following services (the list is not exhaustive):

- Individual Coaching Sessions
- Mentoring
- Consulting
- Training
- Group coaching
- Coaching programme
- Online programmes
- Online workshops
- Coaching and Mentoring Membership

(2) All offers on the Internet are non-binding and do not constitute a legally binding offer to conclude a contract.

4 Prices, terms of payment and due dates

(1) My prices are gross prices (including the statutory value added tax, displayed for Germany). Outside of Germany, this may vary depending on the product, the country of your residence, and whether you are buying something as a business or as a private person.

In the case of offers for coaching, training, facilitation for companies, the offer is always shown as a net price.

(2) An invoice is always sent to you by e-mail in the form of a PDF document. The invoice amount is due and payable to me upon receipt of the invoice as shown.

(3) Access to the respective programmes/coachings is made dependent on prior receipt of payment. As soon as I have received your payment/deposit, you have a claim to my corresponding service fulfillment from that point on.

(4) My member area will only be activated once the amount has been credited to my account. As a rule, you will then immediately receive your access data to the member area/link. The same applies to the start of the coaching and access to the coaching calls.

(5) In some cases, I also offer payment by instalments. The total amount may be higher than the pay in full amount. I will inform you of this amount in advance. An early termination of a payment by instalments agreement is possible by way of early repayment. You have the right to pay the full amount (but then the increased instalment amount if applicable) in part or in total at any time before the end of the agreed period.

(6) Interest in the agreed amount will accrue for late payments both for purchase and instalment purchase (instalment amount is usually higher than for a one-off payment) as well as costs for appropriate reminders. If the internal dunning process is not successful, I can hand over the outstanding debt to a lawyer for collection. In this case, you will incur costs for legal representation.

(7) If we have agreed on payment by instalments and you do not pay after a reminder in text form and a grace period, I am entitled to terminate the payment by instalments prematurely and the entire outstanding amount will then become due immediately.

(8) You are not entitled to assert a right of retention or set-off against claims for payment from me; unless it is a matter of undisputed or titled counterclaims.

(9) If you cancel a Sepa direct debit mandate without a legal reason, you will have to pay not only the bank charges for return debits, but also legal advice. Furthermore, such an action can also legally be prosecuted.

(10) If you are in default of payment or otherwise in arrears, I am entitled to refuse performance or delivery until all due payments have been made. Furthermore, I am entitled to withhold, interrupt, delay or completely discontinue services without being obliged to compensate for any damage incurred. These rights shall apply without prejudice to any other contractual or statutory rights and claims of mine.

5 Conclusion of the contract

(1) The following applies to bookings made verbally, by telephone, in writing, by email, SMS, Whats-App, a messenger service, via my contact form or directly via my appointment booking tool:

(2) In the case of coaching, the discovery call between me and you forms the basis for the coaching service. You contact me via email and/or messenger or book your free initial consultation via the calendar booking link.

The discovery call lasts approx. 45 minutes. The discovery call takes place by telephone/via Zoom (or other video conference tools).

In individual cases, a coaching programme can also be booked directly by email.

Smaller offers (e.g. workshops, short programmes) can also be purchased directly via a payment page of my payment provider (I use the third-party provider Stripe). After payment, the invoice and receipt will be sent to you by email. I will then contact you with further information and access to the product.

(3) If you would like to book an appointment via my diary, use the link I provide (via email, my social media channels or my website). I use the provider Calendly for this (Privacy policy of Calendly: <https://calendly.com/privacy>).

If you click there, a page will open showing you possible dates. In addition, there is a questionnaire that you fill out. You can either write directly in the questionnaire or send me an email to me with the information.

This information will of course only be used for the preparation of our telephone call/zoom meeting. There is no contract with you, I will delete this data immediately after our conversation unless otherwise agreed.

(4) In the initial meeting we clarify whether my offer is suitable for you and your request.

(5) Offer: With the booking/order/consent you offer me the conclusion of a binding contract.

(6) Acceptance: The contract between us is concluded when you receive my confirmation e-mail.

(7) You can pay by bank transfer or standing order. You will receive an invoice from me by email. The total invoice amount is due as agreed and confirmed in the email. As soon as your payment/deposit has been received, you are entitled to my corresponding service fulfillment.

- a. Bank transfer: I will send you the invoice as a PDF file by e-mail. You then transfer the specified amount to my business account.
- b. Standing order & other payment methods: You set up a standing order in my favour (SEPA direct debit). Alternatively, you can also make payments via credit card, GPay and some other methods as a standing order (for this purpose, I use the third-party provider Stripe). This means that - in the case of a payment via my payment service provider - you also enter into a contractual relationship with the third-party provider. From the moment of purchase, the third-party provider takes over the sale and payment processing. Therefore, not only my terms and conditions, but also the terms and conditions of the third party provider are to be taken note of by you when purchasing (<https://stripe.com/de/legal/end-users>). Any further communication regarding my products will continue to be between you and me.

6 Right of withdrawal for consumers

(1) As a consumer, you have a right of **withdrawal** in accordance with the instructions in the **appendix**.

(2) The withdrawal period begins with the conclusion of the contract. The contract is concluded at the moment you receive the confirmation email of the purchase from me. In the case of the purchase of a physical product, the cancellation period begins when the goods are handed over to you or a person authorised by you. You can cancel your purchase free of charge within 14 days.

(3) In the case of services such as coaching, there are the following special features with regard to the right of withdrawal:

- a) If you buy the coaching programme and you want me to start the service directly or within the 14-day cancellation period, you waive your right of cancellation.
- b) I point this out BEFORE you complete your booking/order: ***"You expressly request that I start the service fulfilment before the end of the withdrawal period of 14 days. You therefore waive your right of withdrawal if I provide the service in full. In the event of partial fulfilment of the service to you (as the customer) within the withdrawal period, I shall be entitled to the partial payment for the service provided - even in the event of withdrawal."***

(4) If the booking is cancelled within 14 days and I have already started my service during this time, you are only entitled to a pro-rata refund of your costs. Services already provided will then be deducted from the refund on a pro rata basis.

(5) In the case of digital content / products, there are the following special features with regard to the right of withdrawal:

- a) If you buy a digital product and you receive the entire content immediately after payment, you waive your right of withdrawal.
- b) BEFORE completing the order, you declare the waiver of your right of withdrawal: **"I hereby waive the 14-day right of withdrawal to which I am entitled so that I can access the digital content in full directly."**
- c) AFTER you have completed the purchase of digital content, I will confirm that the right of withdrawal has expired in such a way that you can save this declaration for yourself so that it is accessible to you at all times.

(6) If you have not paid a purchase price for my service or the digital content, but have provided me with your personal data, the right of withdrawal shall expire by operation of law upon commencement or provision of my service.

7 Term of contract and termination

(1) The respective term of our contract depends on the booked coaching/counselling. As a rule, the contract ends automatically through fulfilment. This means that you have paid my entire fee and I have rendered the corresponding service in return.

With my membership offers, you can cancel the contract by sending an e-mail to [info\[at\]stephaniegroenke.com](mailto:info[at]stephaniegroenke.com), taking into account the minimum term and the period of notice (you will be informed of both in the offer before purchase). (see template in Appendix 3)

(2) The extraordinary right of termination of each party remains unaffected. An extraordinary right of termination on my part exists in particular if you are more than 2 times in arrears with payments, if you intentionally violate provisions of these GTC and/or intentionally or negligently commit prohibited acts or if our relationship of trust is permanently disturbed.

Part 3

Details of the service offer and cancellation conditions

8 Duration of a counselling session and place of coaching

(1) The duration of the coaching/counselling depends on the booked programme. As a rule, a coaching call ends when all questions have been answered.

(2) There are usually 1:1 coaching sessions, as well as group coaching sessions. There are also workshops and trainings on various topics that teach new content and leave time for questions at the end.

(3) The coaching/counselling/training takes place online via Zoom (unless otherwise agreed between us).

9 Scope of services and unused services

(1) The scope of services of the product depends on the coaching programme/offer.

(2) If a booked appointment is repeatedly cancelled by a participant, no further appointment needs to be offered. This appointment shall then lapse. The claim to payment for the appointment remains valid. The payment for the appointment will be retained. There is no entitlement to a refund. For booked coaching packages, all sessions (unless otherwise agreed) must be taken within 6 months.

(3) Since the appointments take place online, it is possible to look up the recorded appointments, especially for group appointments. There is no entitlement to attend the appointment live. The dates will be communicated in good time so that participants can reserve the time for them.

(4) If you cancel a booked coaching/counselling session, you are not entitled to a refund of your payments.

10 Cancellation of the (online) coaching on my part

(1) I am entitled to cancel a group (online) coaching/coaching programme even at short notice if not enough participants have registered.

(2) I am also entitled to cancel (online) coaching (1:1 or for groups) if the speaker falls ill at short notice and no replacement can be provided.

(3) In cases 1 and 2, we will first try to find an alternative date. If this is not possible, you will be refunded the participation fee. Further costs, such as accommodation and travel costs incurred by you, will not be covered.

(4) If a participant behaves in breach of contract by violating these General Terms and Conditions, I have the right to exclude him/her from the coaching programme. This is particularly the case if the participant disrupts the course of the coaching programme (e.g. disrespectful behaviour towards other participants, passing on confidential information) and does not refrain from doing so even after being asked to do so, or if a participant repeatedly fails to keep to agreements made (e.g. appointments). In this case, no costs will be refunded.

Part 4

Rights and Duties of the Client

11 Access to the Coaching Programme

(1) This is a personal and non-transferable access to the coaching programme/online course/digital products. There will be no shipment of goods.

(2) You will receive the access data to your member area and/or Google Drive by e-mail. You are entitled to download the digital content on a maximum of 5 different devices.

(3) The login data sent in the course of registration (user name, password, etc.) must be kept secret by you and must not be made accessible to unauthorised third parties. Likewise, the Google Drive links are only released for your own use.

(4) Ensure that access to and use of your user data is restricted to you. If there are facts that justify the assumption that unauthorised third parties have gained knowledge of your access data, inform me immediately so that I can block or change it.

(5) I can block your access temporarily or permanently if there are concrete indications that you are violating or have violated these GTC and/or applicable law or if I have another justified, substantial interest in blocking your access. When deciding whether to block your account, I will give due consideration to your legitimate interests.

(6) A claim to access exists only after payment for the digital product has been made.

(7) If you have any questions regarding the use of the purchased services or if the access does not work, you can contact my support ([info\[at\]stephaniegroenke.com](mailto:info@stephaniegroenke.com)).

12 Right to use the digital content or the documents from the coaching programme

(1) Audio/video/PDF files and Google Docs and other documents may only be accessed (downloaded) and printed out for your own use. The downloading and printing of files is only permitted within this framework. In this respect, you may also have the printout carried out with the technical support of third parties (e.g. a copy shop). Apart from that, all rights of use to the files and documents remain reserved to me. This means that the samples and documents and also the knowledge imparted may not be made available to third parties, neither free of charge nor for a fee. The documents are also not intended for use in counselling.

(2) Therefore, in particular, the making of copies of files or printouts for third parties, the passing on or forwarding of files and documents to third parties or any other utilisation for other than one's own study purposes, whether against payment or free of charge, requires the express prior written consent of me during and also after termination.

(3) The trademarks and logos listed on the documents enjoy protection under copyright law. You are obliged to use the documents and files accessible to you only within the scope expressly permitted here or permitted by mandatory statutory regulation even without my consent and not to promote unauthorised use by third parties. This also applies after termination, revocation or cancellation of participation.

(4) Forms of use that are permitted due to mandatory statutory provisions shall of course remain exempt from this reservation of consent.

13 Collection, storage and processing of your personal data

(1) In order to carry out and process a booking, I need the following data from you:

- First and last name
- (Invoice) address (depending on product also shipping address)
- E-mail address
- for entrepreneurs also company name and VAT ID No.
- Mobile number

The specific data that is mandatory can be found in the mandatory fields depending on the product.

(2) In the case of chargeable services, the name details, in particular the company name, must be correct. The same applies to the address. The invoices will be issued on the basis of this information. Should corrections be necessary here, this may lead to additional expenditure, which I will charge at a reasonable rate.

(3) In the event of a change of personal details, in particular a change of e-mail address, please notify us by e-mail to [info\[at\]stephaniegroenke.com](mailto:info[at]stephaniegroenke.com).

14 Collection, storage and processing of your personal data by Stripe

(1) I use the provider "Stripe" for some of my products for order processing. You can view the privacy policy of Stripe here: <https://stripe.com/de/privacy>

(2) Stripe requires the following data from you in order to carry out and process a booking:

- First and last name
- Address
- E-mail address
- for entrepreneurs also company name and VAT ID No.

The specific data that is mandatory can be found in the mandatory fields depending on the product.

(3) We use the data you provide exclusively for the fulfilment and processing of your order(s), such as for the delivery of goods to the address you have provided. When paying by bank transfer, Stripe will also use your bank account or credit card details to process the payment. Any further use of your personal data for the purposes of advertising, market research or the design of further offers in line with requirements requires your explicit consent.

(4) Without setting up a user account, Stripe will only store the data provided by you within the scope of the obligations under tax and commercial law.

(5) If you change your personal details, you are responsible for updating them yourself. You can make the changes via Stripe. You will be provided with a link to do so in the purchase confirmation.

15 Own provision of suitable IT infrastructure and software

You are responsible for providing and guaranteeing Internet access (hardware, telecommunication connections, etc.) and the other technical equipment and software necessary for the use of online offers from me (in particular web browsers and PDF programmes such as Acrobat Reader®, Zoom, e-mail programme, messenger service) yourself and at your own expense and risk.

16 General information about the coaching programme by me

(1) The coaching programme is based on cooperation.

(2) Participation in the coaching programme requires a self-directed willingness to learn. I cannot promise any particular success for these processes. I am merely a process facilitator and provide assistance, patterns and instructions. The implementation and the making of (management) decisions are solely your responsibility.

(3) You are fully responsible for your own physical and mental health both during the session and in the period between appointments. Any actions you may take as a result of the coaching are your own responsibility. If you have a mental illness/medical diagnosis, ask your doctor if coaching may be appropriate. I reserve the right to discontinue coaching in such cases.

17 Know-how protection and confidentiality

(1) You are aware of the fact that all information that you receive during our cooperation about the way I provide my services (ideas, concepts and operating experience (know-how) developed by me) and which must be kept secret due to legal regulations or the nature of the matter are subject to business secrecy. For this reason, you agree to maintain the business secret and to keep the aforementioned information confidential.

(2) Within the framework of a reference agreed in writing, you are entitled to speak/write about the way in which you work with me.

(3) The obligation to maintain confidentiality shall survive the end of our cooperation.

(4) The following information shall not be covered by the obligation of professional secrecy

- information already known before the confidentiality agreement,
- information which were developed independently of me,
- information that were or are publicly available at the time of receipt of the information or subsequently became publicly available through no fault of your own.

(5) An appropriate contractual penalty shall be due for each breach of the confidentiality obligation.

Part 5

Confidentiality and liability regulations

18 Confidentiality of both parties

(1) I undertake to keep all confidential information from you confidential for the duration of the coaching programme and also after it has ended.

(2) You are obliged to maintain confidentiality about all information that is to be treated as confidential, of which you gain knowledge in the course of the cooperation, and to only use this information towards third parties with my prior written consent. This also applies to all documents that you receive from me within the framework of the coaching programme or to which you have access.

(3) In group programmes, the duty of confidentiality also applies to confidential information about the other participants that you learn about them in the course of the programme.

19 Liability for contents

(1) In the coaching programme I show patterns and/or options for action and give general recommendations for action if necessary. The responsibility for implementation and making management decisions rests solely with you.

(2) The files and documents issued by me are samples that you must adapt to your needs. No liability is assumed for the completeness and topicality of these samples.

(3) I reserve the right to optimise and adapt the content at any time.

20 Limitation of liability

(1) I am liable for intent and gross negligence. Furthermore, I am liable for the negligent breach of obligations, the fulfilment of which makes the proper execution of the contract possible in the first place, the breach of which endangers the achievement of the purpose of the contract and on the observance of which you may regularly rely. In the latter case, however, I am only liable for the foreseeable damage typical for the contract. I am not liable for the slightly negligent breach of obligations other than those mentioned in the above sentences.

The above exclusions of liability do not apply in the event of injury to life, limb or health. Liability under the Product Liability Act remains unaffected.

(2) Data communication via the Internet cannot be guaranteed to be error-free and/or available at all times according to the current state of the art. In this respect, I am not liable for the constant and uninterrupted availability of the offer.

(3) All of the aforementioned limitations of liability shall also apply to my vicarious agents.

21 Force majeure

(1) Force majeure shall be deemed to exist if there is an external event which has no operational connection and which cannot be averted even by exercising the utmost care that could reasonably be expected. Force majeure shall be assumed in the case of natural disasters (floods, earthquakes, natural disasters, storms, hurricanes, fire, political events (wars, civil wars)), as well as other events such as epidemics, pandemics, diseases and quarantine orders by authorities, countries and states.

The lists are not exhaustive; events comparable to those mentioned in paragraph 1 also fall under the concept of force majeure.

(2) The party who first learns of the event shall inform the other party in a timely manner.

(3) In the event of force majeure within the meaning of paragraph 1, we agree that contractual services shall initially be suspended for the duration of the impediment. I.e. the services of both parties will be suspended for the time being. Fees already paid in advance for consultations, events, courses etc. remain with me for this period. If you still have to make payments, the payments for services already rendered are still to be made by you. For services not yet rendered, you can pause the payment for the period of the contract suspension.

After the end of the unforeseeable event, the contract will be resumed.

Each party shall bear any further possible damages.

(4) If the event lasts longer than 12 months, we are both entitled to terminate the contract in text form with a notice period of 3 weeks to the end of the month.

The services already rendered by me are to be paid by you. Fees paid in advance are to be refunded by me. If you have made a payment to secure a guaranteed place in one of my events/courses, this fee will not be refunded, as the service in return for securing a place was provided by me and is independent of whether the event/course takes place or not. Any additional ticket fee, online course fee etc. will of course be refunded to you. In the event of this cancellation, each party will also bear any further damages (e.g. hotel bookings, flight bookings, etc.) themselves.

(5) In the event that the event lasts longer than 24 months, the contract will be terminated. I will then draw up a final account. This statement will list the services I have provided and the payments you have made. In the event that you still have to make payments for services already rendered, these must be paid within 14 days of receipt of the final statement.

If there is a credit in your favour, this will be paid out to you within 14 days of the final invoice being sent. The final invoice can be sent as a PDF attachment by e-mail. Further claims due to force majeure are excluded. Each party shall bear its own damages incurred.

Part 6

Final Provisions and Place of Jurisdiction

22 Amendment of these GTC

These GTC can be changed if there is an objective reason for the change. This could be, for example, changes in the law, adjustments to my offers, changes in case law or a change in economic circumstances. In the event of significant changes that affect you, I will inform you in good time about the planned changes. You have a 14-day right of withdrawal after being informed. After expiry of this period, these new regulations become an effective part of the contract.

23 Final provisions

(1) The terms and conditions written here are complete and final. Amendments and supplements to these Terms and Conditions should be made in writing in order to avoid ambiguities or disputes between us about the respective agreed content of the contract - whereby e-mail (text form) is sufficient.

(2) If you, as a consumer, had your domicile or habitual residence in Germany at the time of the conclusion of the contract and have either moved out of Germany at the time of the institution of legal proceedings by me or your domicile or habitual residence is unknown at this time, the place of jurisdiction for all disputes is the registered office of Stephanie Groenke Coaching. For merchants within the meaning of the German Commercial Code (HGB), legal entities under public law or special funds under public law, the place of jurisdiction is the registered office of Stephanie Groenke Coaching.

(3) I draw your attention to the fact that, in addition to the ordinary legal process, you also have the option of settling disputes out of court in accordance with Regulation (EU) No. 524/2013. Details can be found in Regulation (EU) No. 524/2013 and at the following website: <http://ec.europa.eu/consumers/odr>
I do not participate in the dispute resolution procedure.

(4) Should individual provisions of this contract be or become invalid, this shall not affect the rest of the contract. The scope of services agreed in the provision shall then be adjusted to the legally permissible extent.

Version 2

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Appendix

Appendix 1:

Consumer information and cancellation policy

(1) The languages available for the conclusion of the contract are exclusively German and English.

(2) The presentation of my services on the website does not constitute a binding offer on my part. Only the booking of a service by you is a binding offer according to § 145 BGB. In the event of acceptance of this offer, I will send you a booking confirmation by e-mail. This concludes the contract for the booking/purchase.

(3) The prices quoted by me are gross prices including taxes (for Germany).

(4) The data required for the processing of the contract between you and me are stored by me and are accessible to you at all times. In this respect, I refer to the regulation of the privacy policy on my website or as a link here.

(5) As a consumer, you have a right of revocation in accordance with the following **instructions**.

Cancellation policy

Right of withdrawal

As a consumer, you have the right to cancel the contract within fourteen days without giving any reason.

You do not have a right of cancellation if you expressly agreed when making your booking/purchase that I should start providing the service before the end of the cancellation period and this service has been provided in full. If I have partially performed the service, you no longer have a right of withdrawal for the service already received.

For digital content, you lose your right of withdrawal if you agree to get immediate access to the entire content.

Deadline for booking coaching/coaching programmes

The cancellation period is fourteen days **from the day of the conclusion of the contract**.
The contract is concluded on the day on which you receive a confirmation email from me after a successful booking/purchase.

To exercise your right of withdrawal, you must contact me at
Stephanie Grönke
Stephanie Groenke Coaching
Heidplacken 12
26129 Oldenburg

or to
info[at]stephaniegroenke.com

by means of a clear declaration (e.g. a letter sent by post or e-mail) about your decision to revoke this contract. You can use the attached model withdrawal form, which is not mandatory.

Appendix 2

To comply with the cancellation period, it is sufficient for you to send the notification of the exercise of the cancellation right before the end of the cancellation period.

Consequences of revocation

If you cancel this contract, I must repay you any payments I have received from you no later than fourteen days after the day on which I receive notification of your cancellation of this contract. For this repayment, I will use the same means of payment that you used for the original transaction.

If you made the payment by bank transfer, please let me know your account details, as I can only see part of your account details on the bank statement.

If you have agreed that I should begin with the services before the 14-day revocation period has expired, then you must also provide me with the consideration (fee) for these services and have no claim to reimbursement in this respect.

Sample revocation template

Model for the withdrawal form pursuant to
Annex 2 to Article 246a § 1 para. 2 sentence 1 no. 1 and § 2 para. 2 no. 2 Introductory Act
to the German Civil Code (EGBGB)

Stephanie Grönke
Stephanie Groenke Coaching
Heidplacken 12
26129 Oldenburg
Germany

or to
info[at]stephaniegroenke.com

I/we (*) hereby revoke the contract concluded by me/us (*) for the booking of the coaching
programme (description so that it can be clearly determined to which booking the
revocation relates).

- bought on: (*). /
- Confirmation email received on: (*)
- Name of the consumer(s);
- Address of the consumer(s);
- Account details for the refund
- Signature of the consumer(s) (only in the case of notification on paper);

Date

(*) Delete as applicable

Appendix 3

Sample Membership Cancellation

Send your notice of termination in writing to:

Stephanie Grönke
Stephanie Groenke Coaching
Heidplacken 12
26129 Oldenburg
Germany

or to

info[at]stephaniegroenke.com

Dear Stephanie,

I/we (*) hereby wish to terminate the contract concluded by me/us (*) for the booking of the coaching programme (description so that it can be clearly determined to which booking the termination relates).

- bought on: (*). /
- Confirmation email received on: (*)
- Name of the consumer(s);
- Address of the consumer(s);
- Signature of the consumer(s) (only in case of notification on paper);

as of ... [date] / next possible date. Please confirm receipt of the notice of termination and the date of termination.

Thank you for your support so far.

Date

Name/Signature

(*) Delete as applicable