



General Terms and Conditions

April 2021

With the order confirmation or registration, the client agrees to these terms and conditions unless RLD has agreed expressly and in writing to something different.

Copyright & Intellectual Property

All documents and information provided by RLD are copyrighted. Text, images, videos, software, products, services and other information contained in or presented during the seminar may not be amended, copied, presented, licensed, published, uploaded, sent or made perceptible in any other way without the prior written consent of RLD or the right owner in question. These may be used only for personal use and must not be disclosed to third parties without RLD's permission. Any commercial use of the documents and information, in particular of the seminars' content and sequence is prohibited and subject to civil and criminal penalties.

Offers

Offers are subject to confirmation and non-binding. A contract agreement with a client is concluded once a written order confirmation is issued by RLD. The same applies to supplements, amendments or additional agreements. The sending of an invoice is tantamount to an order confirmation.

Prices and Payment Terms

The conditions listed in the order confirmation shall apply.

All services invoiced by RLD will be due within 10 days after billing. Discount deductions are considered as not agreed. The client is not entitled to withhold payments or to offset them with own claims against RLD.

In default of payment of the client, default interest at the rate of 10% per year may be claimed. The assertion of further compensation claims is expressly reserved. Bank charges shall be borne by the client. Checks and drafts are generally not accepted.

Cancellations by the Client

Cancellation is free of charge until 48 hours before the coaching/consulting event; afterwards the total amount agreed will be charged. All cancellations and/or changes must be in writing. Non-cancellable travel expenses of our coaches and consultants caused by the client's cancellation will be borne 100% by the clients.

Cancellations by RLD



RLD is allowed to cancel agreed services due to disease-related dropout of coaches and consultants, as well as due to circumstances, which are not influenced by RLD. RLD cannot be held responsible for the provision of the service.

Blog

Visitors of the blog are invited to post reviews, comments and other content, submitting suggestions, ideas, comments, questions, or other information as long as the content is not illegal, obscene, abusive, threatening, defamatory, violating privacy, or otherwise violating a third party or inadmissible and consists of software viruses, political campaigns, industrial or commercial speech, chain letters, mass mailings, or any form of "spam". We reserve the right to remove or edit content. Visitors may not use a false email address, or pretend to be any other person or entity.

Travels

RLD charges a mileage allowance of 0.80 CHF for each kilometer to the place of performance when using a car.

Within Europe RLD books flights in economy class, outside of Europe in business class and first class when travelling by train.

Exchange Rate

RLD is billing in CHF for Switzerland with VAT and in EUR for all other countries without VAT.

Warranty

RLD does not assume responsibility for printing and typing errors in publications and on the website and possible consequences.

Ownership

Our clients are responsible themselves for their experiences during and after a program, or coaching. RLD and his partners are exempt from any liability claims.

Cooperation

All partners of RLD are in a contractual relationship with us. The client is not entitled to induce them to take orders on their own account.

Confidentiality



We together with our partners are committed to absolute secrecy.

Data Storage and Data Protection

The client acknowledges and agrees that the data of his company and of the participants in our seminars are recorded in the RLD database. Please keep in mind that we use the e-mail addresses of our clients only to inform about news, events, special offers, etc. The use of the data for these purposes may be withdrawn at any time under info@rld-group.com.

Applicable Law, Place of Jurisdiction

It is the law of the Swiss canton of Ticino.