

## Toccoverde for Companies and Managers – General Terms & Conditions

### 1. Confidentiality

We commit ourselves to keep any and all information confidential and not to disclose the content of our settings to third parties. This obligation of confidentiality extends to all coaches involved in the project.

### 2. Travel and out-of-pocket expenses

Travel and out-of-pocket expenses will be charged in addition to our fees:

- € 0.55 per kilometre when driving and per additional € 0.10 for each additional passenger
- Other travel costs (taxi, train 1st class, air fares in business class, car rental, etc.)
- Subsistence expenses in accordance with the applicable official rate
- Accommodation, where official rates are exceeded, according to voucher

### 3. Other expenses

Costs for photocopying and duplication of materials will be charged separately.

### 4. Invoicing

Our invoices are due promptly upon receipt and net cash.

### 5. Cancellation policy

Please understand that we need to apply a cancellation fee policy to all our contracts. Our agreements with our clients require a long term planning and therefore short notice replacements are almost impossible. For cancellation of orders already agreed the following cancellation rates apply:

- Cancellation 8 to 4 weeks before starting to work: 50% of the contract amount
- Cancellation 4 to 2 weeks before starting work: 70% of the contract amount
- Cancellation within 2 weeks before starting work: 90% of the contract amount

These regulations apply to all services of Toccoverde GmbH.

### 6. Copyright Toccoverde

All our materials used for training or consultation processes are provided with the Toccoverde GmbH – logo and therefore are subject to our copyright. The clients may use and adopt these documents within their organization. Any further use or disclosure to third parties (with or without providing the sources) is only possible with our written consent.

### 7. Terms and conditions not mentioned in this document

Please understand that different agreements to our terms and conditions are binding on us only if they are agreed in writing.

### 8. Court

Place of jurisdiction shall be the competent court of Vienna, Austria.