

# General Terms and Conditions

These General Terms and Conditions (hereinafter referred to as "Terms and Conditions") define and specify the mutual rights and obligations of the contracting parties regarding the provision of coaching services by the provider, as specified in Article I of these Terms and Conditions.

All contractual relationships to which these Terms and Conditions apply are concluded in accordance with the legal order of the Czech Republic.

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## I. Introductory provisions

**The service provider** is a natural person conducting business in accordance with the Trade Licensing Act:

**Name:** Zuzana Magálová – Confidence Coach

**Registered office:** Dejvická 397/34, 160 00, Praha 6, Czech Republic

**Email:** [hello@zuzanamagalova.com](mailto:hello@zuzanamagalova.com)

(hereinafter referred to as "Provider").

**The customer ordering the services (hereinafter referred to as the "Client")** is a natural or legal person who orders the services provided via the Provider's website, reservation system, email, or other means.

By concluding the contract (i.e., ordering the service confirmed by the Provider), the Client confirms that they have read these Terms and Conditions and agree to them.

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## II. Subject matter of the contract

The subject of the contract is the provision of coaching services, particularly of individual coaching, corporate coaching, workshops, and consultations.

Coaching services are the result of the Provider's intellectual activity. It is prohibited to distribute, record, or make audio or audiovisual recordings of their content without the Provider's express consent.

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### III. Conclusion of contract

1. The Client's order of services is binding.
  2. The contract is concluded upon confirmation of the order by the Provider (e.g. via confirmation email or confirmation of the reservation in the reservation system).
  3. The Provider is entitled to refuse the Client's order.
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### IV. Pricing and payment terms

1. The price of services is listed on the Provider's website or determined individually.
  2. The price may be paid:
    - by bank transfer to the Provider's account,
    - or by another method, if agreed individually.
  3. The invoice will be sent to the Client's email address provided when placing the order.
  4. The price is payable no later than on the day of the agreed service, unless otherwise agreed.
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### V. Delivery terms

1. Coaching services are provided at a time agreed between the Provider and the Client – in person or online.
  2. The Client is obliged to be prepared for the agreed time and adhere to it.
  3. If the Client fails to attend, the cancellation conditions defined in Article VI apply.
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### VI. Cancellation conditions

1. Cancellation of a reservation by the Client:
  - A session can be cancelled free of charge **up to 24 hours before the planned start.**
  - If the Client cancels the session less than 24 hours before the planned start, they are **obliged to pay the full price of the session.**
  - **Changing the form of the session** from in-person (offline) to online or vice versa is always free of charge.
2. The Provider is entitled to cancel or reschedule the service for serious reasons. In such a case, they will offer an alternative date or a refund of the amount already paid.

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## VII. Withdrawal from contract

1. If the contract between the Provider and the Client-consumer is concluded remotely (online), the Client has the right to withdraw from the contract within 14 days of its conclusion by sending a notification to the Provider's email address.
2. The withdrawal rules do not apply to services that have already been provided before the expiry of this period.
3. If the Client has expressly agreed that the coaching service should begin before the expiry of the 14-day period, they are not entitled to withdraw from the contract.

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## VIII. Responsibility

1. Coaching is not equivalent to a medical service or psychotherapy. The Provider does not provide health, legal, or financial advice.
2. The Client bears full responsibility for their decisions and actions taken on the basis of the coaching process.
3. The Provider is not responsible for the subsequent use of information or results of the service by the Client.

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## IX. Personal data protection

Clients' personal data is processed in accordance with the GDPR and related legislation. Details are provided in a separate document entitled "Privacy Policy (GDPR)."

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## X. Dispute resolution

1. All disputes between the Provider and the Client shall be governed by the laws of the Czech Republic.
  2. As a consumer, the Client has the right to contact the Czech Trade Inspection Authority ([www.coi.cz](http://www.coi.cz)) with a proposal for out-of-court settlement of a consumer dispute.
  3. The Provider recommends contacting them directly by email at [hello@zuzanamagalova.com](mailto:hello@zuzanamagalova.com) before taking any formal legal action.
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## **XI. Final provisions**

1. These Terms and Conditions are effective from September 1, 2025.
2. The Provider is entitled to unilaterally amend these Terms and Conditions.
3. The current version of the Terms and Conditions is always available on the Provider's website.