

Terms and Conditions of Global People Transitions GmbH

Version: January 2015

Dear Client,

These terms & conditions form an integral part of your consulting or coaching agreement with us at **Global People Transitions GmbH ("GPT")**. They will be amended from time to time and published on our website www.globalpeopletensions.com.

A) Reputation in the Market

When working with you we apply strict principles in order to protect our reputation in the market.

B) Our Clients

- 1) We work with small, medium-sized and large corporations as well as private clients.
- 2) We work with NGOs and Association in the educational sector.
- 3) We do not work with multi-level marketing (MLM) networks.
- 4) We work with clients with good intentions and a resourceful approach to people.
- 5) We do not engage in any illegal activities. Should we find out that a client is using wrong data or forges documents, testimonials or information on the résumé we will immediately stop the cooperation with this client.
- 6) We have zero tolerance for discrimination of any kind and do not support bribery, illegal or unethical business practices, aggressive behavior or inappropriate comments neither bullying and negative statements based on race, gender, mental and physical abilities, nationality, caste and sexual orientation.
- 7) We take the liberty to stop our cooperation if we feel that you are not sharing our ethical values.

C) Our Programs: HireMe!, RockMe!, GrowMe!, FlyMe!

Our programs require a certain atmosphere. Therefore we have learnt to apply these principles:

- 1) HireMe! and RockMe! sessions are **face to face** in general. You will normally attend your sessions in our **Global People Club Lounge** on Hedwigsteig 6, 8032 Zurich. <http://globalpeopletransitions.com/find-gpc/>
- 2) The cost of the 50 minutes' initial coaching or consulting session is credited when you buy a full program.
- 3) A session is confirmed when you have received an email or an invite for an electronic diary from us.
- 4) Since we plan ahead for around four weeks you do not have to re-confirm a session.
- 5) We will charge your hours as used. If a session takes longer than agreed we will charge the extra time.
- 6) You can opt for one or two hour sessions.
- 7) We advise that you book sessions at least every other week in order to progress.
- 8) In case of a full cancellation, the following rates apply:

1 day before (less than 24 hours):	100% of the fee
2 days before (less than 48 hours):	50% of the fee

- 9) Should you **need to postpone** a session less than 48 hours before the confirmed appointment, the cancellation rules do not apply for the first time.
- 10) We might need to charge you if you continue to postpone and change sessions.
- 11) We advise you to take full programs in order to profit from the long-term effects of our coaching method.
- 12) We value you recommending us. If one of your contacts signs up for a program we will credit your program with **CHF 50 (net)** per referral.

D) Corporate Trainings, Workshops and Events

Webinars

Webinars due to their nature have to be paid in advance. No-shows will be charged.

Workshop Material

For environmental reasons we will provide workshop material in **electronic format**. We will give printed handouts for exercises if needed. If you wish to order printed material we will charge an additional fee.

Travel Cost

We appreciate if you reimburse our travel costs and expenses upon presentation of a receipt. Ideally you book flights and hotels for us.

Billing Address

An invoice detailing place and date of training, workshop or consulting work will be sent after delivery to your email ID.

Payment periods

Invoices are payable within 30 days. If you are a private individual we kindly ask you to pay within 10 days.

Scheduling

A training or workshop is scheduled when you have confirmed it via email. Should you wish to cancel corporate trainings, workshops and events these will be charged as follows:

- 7 days before: 100% of the fee**
- 14 days before: 50% of the fee.**

Planning

We advise that you plan your trainings and workshops with us at least four weeks ahead.

E) International Clients (Non-residents of Switzerland)

- 1) We accept non-residents to work with us under certain conditions.
- 2) If you do not have a residence in Switzerland you will pay an enrolment fee of **CHF 199** (+VAT if applicable) in order to be on boarded as one of our clients.
- 3) After the payment of the enrolment fee we will organize a call or meeting with you to discuss your specific needs.
- 4) On the basis of this conversation we will draft the "consulting agreement" detailing the scope of work for you.
- 5) Please pay your consulting fee **at the beginning of the consulting.**
- 6) **In some cases it might be easier to pay** on an annual or on a quarterly basis. Please enquire for options.
- 7) For career coaching sessions on Skype the fee is payable in advance of the session.
- 8) It is essential that a time is agreed and that you stick to the time frame given. We will charge you for the time agreed even if you do not show up.

F) Career Placement Support

- 1) If we refer you to recruiters, headhunters or agencies, we will ask for written consent by email.
- 2) In certain cases it might be necessary that you work with one recruiter exclusively.
- 3) We will request a referral fee of 5% of your annual base salary when we work with recruiters, headhunters and agencies. This fee is payable by the hiring company or the recruiter, not you.
- 4) Should we place you in a company directly we will charge a recruiting fee of 15% of your annual base salary. This recruiting fee is paid by the hiring company, not you and is due after the probationary period.

G) Satisfaction Guarantee

We are **committed to high quality service**. To ensure this we offer a satisfaction guarantee up to 12 months after the end of the coaching or consulting. If you are not satisfied with our service, we will either waive professional fees or offer relevant price reduction after discussing your complaint. Please direct your complaint to angela@globalpeopletransitions.com.

H) Confidentiality, Data Protection, Use of Email ID

We are **committed to confidentiality**. This includes mentioning your name or company as a reference. We request your written consent before we send your résumé and other personal documents to third parties. We will use your email ID for these purposes:

- 1) *to agree and confirm sessions*
- 2) *to send and receive homework and reading material*
- 3) *for email (via mailchimp) updates during the week such as the Monday Morning Wake Up Call and the Friday Happy Hour Bell*
- 4) *for recognition of coaching hours towards accreditation by the International Coach Federation (ICF).*
 - 1) *for sending the invoice.*

Should there be any issues with the use of your email ID please contact angela@globalpeopletransitions.com and inform us what is wrong.

I) Code of Ethics

The Code of Ethics of the International Coach Federation applies to all of our coaching and training programs.

<http://coachfederation.org/about/ethics.aspx?ItemNumber=855&navItemNumber=635>

J) Force majeure

We are not liable for failure to perform our obligations under the coaching or consulting agreement if such failure is the result of **Acts of God** (including but not limited to fire, flood, earthquake, storm or other natural disaster) or any other incidents outside of our scope (such as terrorism, war, political upheaval). Claims of compensation of damages are in this case excluded.

K) Exclusion of liability

In accordance with the law especially Article 100 of the Swiss Code of Obligations, we shall only be liable in case of gross negligence.

L) Salvatory Clause

Should any part of these Terms & Conditions be invalid for any reason, it is to be replaced with a corresponding text, which is valid and equivalent to the intended meaning. The rest of the Terms & Conditions shall remain unaffected and valid.

M) Applicable law and Jurisdiction

Swiss Law shall apply and jurisdiction lies with the courts of Zurich.