

This is your confirmation and call for payment, attached as a link/ pdf-file to your personal email. The standard prices and conditions are in force from booking and applies to all involved parties. Please look for practical details in the email as well as further information on the homepage.

Synonyms: Process, work, workshop, course, meeting, session, consultation, counselling... Consultancy, training, mentoring, coaching, psychotherapy, alcohol treatment... Participant, coachee, client, customer... Consultant, facilitator, trainer, mentor, coach, therapist, counsellor... EC, sub-activities, homepages, owner, treatment provider, ... Office, practice, venue... Order, booking, agreement, payment... Cancellation, changes...

EC is pleased to confirm process as [mail] and looking forward to the cooperation about your personal objectives. This is a translation in form of an extract of the Danish email confirmation and the full business **terms** in Danish. These are to be found on [homepage]. By booking and participation the terms are accepted. They are meant to ensure a good cooperation with a clear frame. This information is based on questions asked over time. Further questions can be asked before booking. The procedure is simple: Booking-Registration-Payment-Meeting. Immediately at booking, you must email your registration (for all participants): Name, age, nationality, language (primary work languages are Danish and English), background, address, mobile, email and other relevant information (processed as normal email; confidential information by phone only). The newsletter is accepted for the provided email addresses and can be unsubscribed by an email from the respective addresses with 'Unsubscribe' in the header.

The **[price]** is in DKK. Reservations are made for typing, printing and calculation (and the like) errors. For therapy the payment is cash, in the exact amount and at the beginning of the meeting. For amounts above DKK 10.000, consultancy, courses, coaching, alcohol treatment, klippekort (voucher package) and orders incl. preparation, materials or pre-ordered items, the payment is bank transfer at the specified date and account, no later than one day before cancellation deadline. At electronic payment, the bank receipt must be emailed immediate to EC and no later than one day before cancellation deadline. Profiles, courses, coaching and consultancy and the like are subjects to VAT. Psychotherapy etc. is incl. loensom. Please note that the price can be differentiated on e.g. certain hours or days and depending on whether the customer e.g. is private or a business. The fee does not cover any work or communication out of the meetings; it will be charged. One hour meeting is scheduled as 50 minutes; one and a half hour meeting is 1 hour and 20 minutes etc. You pay for the time you book and any time used out of that. Extra time is paid for by every half hour. A klippekort is valid one month per meeting (klip) from payment. In case of recurring cancellations/ changes klip can be deducted. Klippekort are non-refundable and not covered by any cancellation or buy back agreement. Klippekort can only be converted or transferred by agreement.

All **agreements** inc. verbal agreements are legal. The client is responsible for noting bookings and no reminders are sent. EC always double-check appointments, so no mistakes are never made on behalf of EC. New appointments are only booked during a meeting or by phone in the [phone hours]. Discussed appointments are not kept open (pre-booked) and agreements are only valid by the time they are confirmed by EC and in line with proper registration and payment. Personal communication is therefore always required; text/ email/ voice messages are not acknowledged. Please note that the office is not open before or after the booked time. The meeting place is at EC's [office]. Travel time and cost for work outside EC's office, will be charged. The office is pet, food, drinks, coffee, smoke, coat and shoe-free zone. Movements and wardrobe is at your own risk.

Personal **cancellation** or change (the same), by phone or at a meeting only. EC can hereafter confirm the cancellation by email, if it is later than [deadline]. Unagreed delays more than 15 min/ no-show/ cancellation/ changes later than [deadline] is paid at full price, regardless of cause and consequence. Do not state the reason for the cancellation unless it is relevant to your personal process. Cancellation deadline for personal work is, if not otherwise/ [homepage] specified, before 09:00 and 2 working days before the meeting. For consultancy, if not otherwise/ [homepage] specified, the deadline is 60 workdays before start of preparation/ work/ delivery/ activity. Cancellations are only to be counted for, by the time on a [work day] and within [office hours], when they are personally received by EC. Do not trust that text/ email/ voice message is received or confirmed timely; they are not counted for by their time-stamp but by personal receipt. Remember to cancel all sessions, if you e.g. make changes or end your process, in order to avoid paying for unused time. Share when you think about ending your process, so EC can support you in optimisation and proper closure.

The tools may vary and method is basically psychological. The client segment is committed, focused, hard working, respectful, responsible and cooperative **customers**, that are interested in feedback (mirroring), insight and new ways of seeing/ thinking/ behaving (expanding their model of the world), at the same time they are ready for process, confrontation and change incl. honest, direct and fast work. EC decides solely and at any time which clients to work with and to reject. Stability around bookings is both to protect EC, the client and third party. That emphasises that the client keeps the appointments. Cancellations do always disturb the process and all parties incl. third party. It is important with a clear frame. Otherwise it may end up being the few that makes it difficult for the most. The frame is meant to ensure that both the clients and EC can focus on the process.

Failure to meet registration, payment, directions or conditions incl. supplying/ withholding/ misrepresenting information cancels/ puts the process on halt, at the cost of the client. Unknown/ devious/ intoxicated/ contagious clients are ditto not received/ rejected. Reminder of payment is invoiced with legitimate fees and interests. Defaulted payments are automatically sent to an external debt collector that sends the case to court recovery. All costs are lawfully covered by debtor. Reminders and court recovery is outsourced to an international operating partner and out of the hands of EC. It is the client's responsibility to pay and thereby stop the process with the debt collector who now deals with all communication. In case of private couples/ family/ group sessions, the client is firstly considered as the one booking the first meeting, secondly any other participant which all are personally reliable. In case of work booked by a person from an organisation, the client is likewise and firstly the organisation, secondly the private individuals.

Process is not a service and in many ways different from other purchases. Process is not an advisory product and EC does not give any advice or the like. The price or EC does not cover any risk or offer any insurances. If the client wish, the client must take out an insurance on own initiative. EC provides a frame and the client does the work and creates the results. EC's only responsibility is to be available at the time agreed; where natural delays can be foreseen, online-sessions are offered in case of illness/ contagiousness of EC and new arrangements are offered if EC is hindered. It is the client that buys, drives the process and does the work; everything around it is personal and at the full responsibility, cost and risk of the client. EC is not liable, nor of any discomfort, indirect or direct effect, harm, loss etc. In case of any other liability, EC is not liable for an amount larger than 25% of the fee for the actual meeting. The client must not surpass resistance or personal boundaries in a way or faster than client want and can. It is assumed that client is sufficiently l-strong and can be confronted and frustrated or that the client will reject work/ experiments etc. they do not want. All participants are responsible for their own reactions, decisions and behaviour - before, during and after the meetings. It is assumed that all clients are fit for process work and, in any case, that their physician/ GP approves and supports it. In case of illness, contagiousness, diagnoses, medicine, abuse, symptoms and the alike or any doubt, you must check with your physician/ GP and inform EC. If it is considered by EC that you are not fit for process or contagious, the work will be cancelled and paid for by the client. If you are fit for the work but e.g. contagious, you can have prepaid meetings on e.g. phone/ skype. In case of acute crises, immediately contact proper authorities/ institutions/ specialists. EC is not responsible for the client's assets, job, relations, life, health, wealth or well-being. No medical or psychiatric work is done. Cooperation and feedback is a part of the process. Continuously share your goals, expectations, wishes, thoughts, feelings, frustrations, reactions and results. Process is individual and you might experience progress as well as stagnation, relapse, physical and psychological reactions etc. Frustration and relapse etc. is a natural part of e.g. process, learning, development, growth and change. EC is not responsible for that or what you hear and interpret etc. If you have any issue with the work or the frame, bring it up with EC, so it can be solved timely. Requests for renegotiation can be brought up at any time and changes must be documented. It is normal with challenges around process and the frame is also a part of the process. If it cannot be solved, EC will inform you about your possibilities. Any dispute can be settled by [law], [time] and [place] of EC. All settlements are confidential and must not be shared by the client.

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