



General Terms and Conditions for English Coaching

1. Scope of services

English Coaching consists of one-on-one or small-group English sessions based on the Edwards English method of natural & inspired learning. The content will vary according to your needs. We will meet for our sessions at your company or online.

2. Booking

English Coaching sessions can be booked in person, by phone or by email. Your booking is considered binding as soon as it has been confirmed by Edwards English in writing or verbally.

3. Cancellation

I try to schedule appointments as efficiently, eco-friendly and client-friendly as possible. Postponements are a big challenge for me because this means that other customer appointments have to be postponed or are blocked unnecessarily.

- Please **avoid postponing or cancelling** your appointment.
- I will charge a **50 EUR net handling fee** in case of postponement or cancellation.
- For **same-day cancellations or no-show**, 100% of the fee will be charged.

4. Payment terms

The agreed fee will generally be invoiced after five sessions. Payment deadline: 14 days after invoicing. In case of late payment, interest at the statutory rate of 4% of the invoice amount will be charged.

5. Data protection & confidentiality

With your booking, you automatically **consent to the electronic processing of your personal data** as required for the operational process. I will handle your personal data confidentially and will not pass it on to third parties.

In our coaching sessions, we may be discussing **sensitive business topics**. I will treat all such information discreetly and confidentially.

Alexandra Edwards
Edwards English

Client