

# THE CHANGE REPUBLIC

## Terms & Conditions (T&C)

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Last updated: 12 August 2025

### 1. Definitions

“Company”, “we”, “our” – The Change Republic GmbH, CHE-131.869.164, Rötibodenstrasse 34, 8820 Wädenswil, Switzerland.

“Client”, “you” – any natural or legal person who purchases or uses our Services.

“Services” – executive and group coaching, workshops, personal-branding advisory, keynote speaking, and any digital products (including the proprietary AI Coach developed on Chatbase).

“AI Coach” – our proprietary AI-powered chatbot hosted on Chatbase, designed to provide automated responses and guidance.

“AI Coach Conversations” – any text, metadata (e.g., timestamp, session ID), and other inputs you provide to the AI Coach.

### 2. Scope of Services

We deliver the Services described in the written proposal we send you. Any extra work must be agreed in writing.

### 3. Eligibility

Our Services are offered only to persons aged 18 or older.

### 4. Booking & Contract Formation

A binding contract is formed when you accept our written proposal (including by email) or otherwise confirm in writing.

### 5. Fees, Invoicing & Payment

- Currency: Swiss francs (CHF).
- VAT: We are VAT-exempt.
- Payment terms: 30 days net, payable by bank transfer, Stripe or PayPal.
- Late payment: We may charge reasonable reminder fees and statutory default interest.

### 6. Cancellation & Rescheduling

Sessions may be rescheduled free of charge up to 48 hours before the appointment. Cancellations made later are deemed delivered and fully payable. No refunds are granted for partially used packages or events you cancel.

### 7. Intellectual Property

All materials we provide (hand-outs, slides, recordings, the AI Coach content, etc.) remain our property. You receive a non-exclusive, non-transferable licence to use them internally for your own development. Sharing or reuse requires our prior written consent.

### 8. Confidentiality

We keep all client information confidential, save where disclosure is required by law or for International Coaching Federation (ICF) credential verification (limited to your name, contact details, and coaching dates).

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### 9. Data Protection

We process personal data in accordance with the Swiss Federal Act on Data Protection (FADP).

- Purpose: service delivery, administration, payment processing, and quality improvement.
- AI Coach: AI Coach Conversations are processed exclusively by Chatbase on our behalf. Data may be stored outside Switzerland/EU under applicable transfer safeguards (e.g., adequacy decision, standard contractual clauses).
- Retention: 2 years after the end of the engagement, unless legal obligations require longer storage; AI Coach Conversations up to 30 days, unless longer retention is required for troubleshooting or legal defence.
- Your rights: access, correction, deletion, or restriction—use the contact provided upon signing your contract.

### 10. Use of Technology & Third-Party Tools

We use third-party tools to deliver our services. For live coaching and related services, we may use Zoom, WhatsApp, Google Drive, Stripe, PayPal, Kajabi, ChatGPT, Claude, Perplexity, and Tactiq.

Our AI Coach is hosted on Chatbase and processes only AI Coach Conversations. No other parts of our business use Chatbase. By initiating an AI Coach Conversation, you consent to the processing of your inputs and related metadata for the purpose of providing responses and improving the AI Coach.

### 11. Disclaimer

Coaching is not therapy, counselling, medical or financial advice.

The AI Coach is not a substitute for professional advice. Information provided by the AI Coach is for general guidance only, and you remain responsible for verifying any content before relying on it.

You remain responsible for your own decisions and results by using any of our Services.

### 12. Liability

Our total liability for any claim is capped at the fees you actually paid for the relevant Service. We are not liable for indirect or consequential loss.

### 13. Amendments

We may update these Terms at any time. The revised version becomes effective on publication at [thechangerepublic.info](https://thechangerepublic.info). Continued use of the Services constitutes acceptance.

### 14. Governing Law & Jurisdiction

These Terms are governed by Swiss law. Exclusive place of jurisdiction is Zürich, Switzerland.

### 15. Language

The English version prevails over any translation.

### 16. Contact

General enquiries: see the contact form at [thechangerepublic.info/contact-us](https://thechangerepublic.info/contact-us).

Registered office: The Change Republic GmbH, Rötibodenstrasse 34, 8820 Wädenswil, Switzerland.

### 17. Severability

If any clause is held invalid, the remainder stays in force.

### 18. Entire Agreement

These Terms, together with the written proposal, form the entire agreement between us and supersede all prior communications.