

Information on the Terms and Conditions for the LINC Certification Workshop

Course Content

including

- Gaining a thorough understanding of the **LINC PERSONALITY PROFILER results report**, including the theoretical foundations
- Exploring the diverse **applications** of the PERSONALITY PROFILER
- **Exercising** using the PERSONALITY PROFILER
- **Applying** the PERSONALITY PROFILER for self-assessment or with other course participants
- Overview of **variants** of the LINC PERSONALITY PROFILER (e.g., LINC TEAM CHECK, in-depth profiles, third-party assessments, etc.)
- Insight into the **LINC Portal**, which contains many additional documents for practical use

Instructors

The certification seminar is conducted personally by the managing directors of LINC GmbH, by qualified LINC GmbH staff, or by certified PERSONALITY PROFILER Master Trainers with extensive experience in the tools and content covered.

Organizer

The certification seminars are organized by LINC GmbH.

Duration

The certificate seminar lasts two full seminar days (7 hours each, including breaks).

Fee

The fee for the seminar and all other services included in the certificate do not include sales tax.

Prerequisites

Minimum age of 18, completed vocational training, completed degree or currently enrolled in a degree program, good knowledge of the English language.

Number of Participants

Max. 35 participants

Services

Upon successful completion of the seminar, you will receive your certificate.

Upon receiving the certificate, you are authorized to use all PERSONALITY PROFILER tools, to use the "LINC PERSONALITY PROFILER" word and figurative marks for promotional purposes, and to use the title "Certified PERSONALITY PROFILER Coach/Trainer."

You will receive free access to extensive supplementary materials (exercises, presentations, etc.)

General Terms and Conditions for Events

1. Scope of Application

- (1) These General Terms and Conditions apply to the conduct of all courses, certification courses, workshops, seminars, training programs, and educational contracts—hereinafter referred to as “events”—booked by consumers or business owners (hereinafter also referred to as “participants”) with LINC GmbH
Grapengießerstr. 16
21335 Lüneburg
- (2) Our offers are directed at consumers and business owners. A consumer is any natural person who enters into a legal transaction for purposes that are predominantly neither commercial nor related to their independent professional activity (Section 13 of the German Civil Code (BGB)). An entrepreneur is a natural or legal person or a partnership with legal capacity, including members of the liberal professions, who, when entering into a legal transaction, acts in the course of their commercial or self-employed professional activity (Section 14 of the German Civil Code (BGB)).
- (3) With respect to business entities, these General Terms and Conditions also apply to future business relationships without the need for us to refer to them again. The applicability of the contracting party's general terms and conditions or purchasing terms is hereby rejected; they shall not become part of the contract even if we do not expressly object to them again.

2. Registration

- (1) The announcement of events is non-binding; that is, it does not constitute a legally binding offer.
- (2) By signing the registration form, you, as a participant, accept these General Terms and Conditions.
- (3) By registering for an event, you are submitting a binding offer to participate. The registration is binding as soon as we confirm it in writing (including confirmation via electronic means). We process registrations in the order in which they are received.
- (4) There is no right to participate in events with a limited number of participants.
- (5) Unless otherwise specified, the language used for the conclusion of the contract is German.

3. Participation Requirements

- (1) Our events are open to anyone who meets the qualifications required for the intended

certifications, to the extent that such qualifications are specified in the event description.

- (2) To enroll in the program, you must be at least 18 years of age and have completed either vocational training or a college degree.
- (3) Where admission requirements apply, we, as the organizer, are not obligated but are entitled to verify whether the participant meets the necessary admission requirements. To this end, the participant must submit the required documents upon request. If we do not exercise our right to verify the admission requirements, the participant is obligated to pay the course fees even if the admission requirements are not met.

4. Conduct

- (1) The event will be conducted in accordance with the published program, applicable legal provisions, and recognized technical standards.
- (2) As the organizer, we reserve the right to change speakers and/or to reschedule or modify the program schedule, provided that such changes do not fundamentally alter the purpose of the event. There is no entitlement to have the event conducted by a specific speaker or at a specific venue, even if the event is expressly advertised with specific speakers or for a specific location.
- (3) Changes to the content that alter the course's objective are permitted if they are made with the consent of, or at the request of, the authorities responsible for recognizing the intended credentials.
- (4) We, as the organizer, may reasonably shorten the duration of a session.

5. Participant Obligations

As a participant, you agree to observe the house rules in effect at the course location, to follow the instructions of the instructors and training staff as well as those of our representatives and agents, to regularly attend the in-person sessions of the event covered by this contract, and to refrain from any action that could interfere with the proper conduct of the event.

6. Certificate/Right of Use

- (1) After participating in the workshop to obtain the qualification as an LPP Trainer, you, as a participant, will receive a certificate issued personally to you, certifying your qualification as an “LPP Coach / Trainer.”
- (2) As the organizer, we are the owners of the rights of use for the “LINC PERSONALITY PROFILER” trademark. We grant you, as a certified graduate, the non-exclusive and non-

transferable right to use the trademark “LINC PERSONALITY PROFILER” for an unlimited period within the territory of the Federal Republic of Germany, in the form provided by us and without modification, for the purposes of advertising under the “LINC PERSONALITY PROFILER” trademark, promoting it, using it on business documents, and identifying contractual services with the trademark.

- (3) We reserve the right to modify the content, scope, and number of LPP tools, particularly if this is necessary or beneficial for the analyses intended to be conducted with them.
- (4) We reserve the right to permanently or temporarily prohibit or revoke the authorization to use the LPP online tools and/or the title “LPP Trainer” if reasons related to the person or conduct of the participant or graduate are likely to jeopardize, in particular, the reputation, content, and/or value of the “LINC PERSONALITY PROFILER” brand. This applies in particular to the use of the trademark by natural or legal persons whose public reputation, business, political, or ideological activities (e.g., Scientology) are likely to significantly harm the reputation, standing, or business interests of the organizer or the licensees; These include, in particular, far-right or far-left political parties, associations, legal entities, or organizations and individuals affiliated with them, and/or anti-constitutional organizations and members of such organizations. The same applies if the manner in which the trademark is used poses a similar threat to the trademark’s integrity or to the interests of the organizer or the licensees.

7. Copyrights

The documents, software, and other media provided to the participant for course purposes are protected by copyright. The reproduction, distribution, or other use of the materials provided—even in part—is permitted only with the express written consent of the organizer.

8. Cancellation of Events / Refund of Participation Fees / Exclusion of Claims for Refunds or Compensation

We reserve the right to cancel announced or already started events due to insufficient participant numbers, illness of instructors, or other disruptions to business operations for which we are not responsible. In such cases, participation fees already paid will be refunded. Participants have no further claims for refunds and/or compensation; in particular, no travel or lodging expenses will be reimbursed. Likewise, compensation for wasted time is excluded.

9. Withdrawal/Termination/Cancellation Fees

- (1) **Deadline:** Registrations may be canceled at any time, but no later than 3 days before the start of the event.

- (2) **Form:** The cancellation notice must be in writing. Please understand that we do not accept cancellations by phone; an email is sufficient.

- (3) **Reduced Payment Obligation:** We charge a processing fee of 150 EUR plus the currently applicable statutory VAT (currently 19%) for cancellations.

- (4) As a special service, we offer you a free rebooking to another event we offer with the same fee. This rebooking option cannot be used repeatedly for the event to which you have rebooked. The rebooking must be completed no later than 3 days before the start of the originally booked event. Furthermore, participants have the option to send a paying substitute to the event. The substitute must pay the full event price.

- (5) If the participant does not cancel in a timely manner, does not name a paying substitute participant, or does not make use of our rebooking option, we must insist on payment of the full event price.

- (6) The participant may provide evidence that the organizer incurred no damage or only minor damage as a result of the cancellation.

- (7) The statutory right to terminate the contract for cause remains unaffected.

- (8) Good cause for termination without notice by the organizer includes, in particular—but not exclusively—the participant’s persistent or serious disruption of the event, inappropriate behavior (e.g., insulting behavior) toward instructors, other participants, our employees, or agents; repeated unexcused absences from the event; and an obvious inability to follow the content taught in the event.

- (9) Any termination must be made in writing; in the case of extraordinary termination for good cause, the reason for termination must be stated. Absence from classes shall under no circumstances be considered a termination.

- (10) The participant’s withdrawal must be submitted to the organizer’s administrative department that confirmed the participant’s registration. Employees of the organizer, particularly instructors, are not authorized to accept withdrawals.

10. Payment Terms/Fees

- (1) All prices quoted are net prices and do not include the statutory value-added tax.

- (2) The participation fee is due immediately upon receipt of the invoice, without any deductions. Payment must be made to the account specified in the invoice, quoting the invoice number and customer number.

- (3) In the event of late payment, interest shall be charged on outstanding invoice amounts at the statutory default interest rate pursuant to § 288 of the German Civil Code (BGB).
- (4) The participant may only set off claims that have been legally established or are undisputed by us. The participant is authorized to exercise a right of retention only to the extent that their claim is based on the same contractual relationship.

11. Place of Fulfilment/Jurisdiction

The place of fulfilment is the event venue notified to the participants in writing. The place of jurisdiction for all legal disputes arising from the booking against merchants and legal entities under public law or special funds under public law is Lüneburg. In all other cases, particularly against consumers, the statutory places of jurisdiction apply without restriction.

1. Statement on Ethics, Integrity & Transparency

As an ICF Accredited provider, the LINC GmbH adheres to and emphasizes the International Coaching Federation Code of Ethics. The ICF Code of ethics describes the ICF core values, ethical principles, and standards of behavior for all ICF professionals. Meeting these ethical standards of behavior is the first of the ICF core coaching competencies.

Additionally, the LINC GmbH commits to acting with integrity and transparency. We hold ourselves and our participants to the highest level of integrity and strive to be as transparent as possible by explicitly stating measures being taken to provide programs in an ethical manner. We do not believe in using manipulative or dishonest sales tactics and strive to provide a safe and ethical sales process. Further, we work to provide fair and equitable pricing for all programs to ensure access and quality of coaching education.

12. Business Closure and Teach-Out Policy

(1) Overview

In the unlikely event that the LINC GmbH must close, discontinue a program, or become unable to deliver the education services promised to currently enrolled students, we will make reasonable good-faith efforts to support affected students. When possible, we will notify students in writing, explain the closure timeline, identify remaining program requirements, and provide available options for completion. These options may include completing the program with us during a limited teach-out period, transferring to another qualified provider, working with substitute faculty, receiving continued access to learning materials, or receiving a prorated refund for paid services that were not delivered. Students who complete all requirements through an approved teach-out process will receive the

appropriate completion documentation. Students who are unable to complete before closure may request records showing completed hours, courses, mentor coaching, supervision, assignments, or assessments. Students are responsible for responding promptly to teach-out communications and completing remaining requirements by any stated deadlines. This policy does not guarantee that every student will be able to complete their education through the LINC GmbH, but we will act in good faith to minimize disruption and support currently enrolled students whenever reasonably possible.

2. Business Closure

Business closure may result from circumstances including, but not limited to:

- Voluntary closure of the business
- Financial hardship or insolvency
- Death, disability, or prolonged incapacity of the primary educator or business owner
- Loss of required faculty, staff, or resources
- Regulatory, accreditation, or legal changes

- Force majeure events, including natural disasters, war, pandemic, or other events beyond the organization's control

3. Student Notification

If the LINC GmbH determines that it will close or discontinue a program, currently enrolled students will be notified in writing as soon as reasonably possible.

The written notice will include, when applicable:

- The effective date of closure or program discontinuation
- The student's current progress in the program
- Remaining program requirements
- Available teach-out options Refund options, if applicable
- Deadlines for completing remaining requirements
- Contact information for questions and student support

The LINC GmbH will make reasonable efforts to provide at least 30 days' notice before closure. However, in emergency situations, shorter notice may be unavoidable.

(2) Teach-Out Commitment

The LINC GmbH will make reasonable efforts to provide a teach-out option for currently enrolled students so they can complete the education or training they paid for.

Teach-out support may include one or more of the following:

1. Completion through the organization

When possible, (Organization) will continue operating for a limited period to allow enrolled students to complete their remaining classes, mentor coaching, evaluations, assignments, or other requirements.

2. Transfer to another qualified provider LINC GmbH may arrange for students to complete remaining education with another qualified coach education provider. The receiving provider may have its own enrollment, tuition, attendance, and completion policies.

3. Substitute instructors or faculty LINC GmbH may appoint qualified replacement instructors, mentor coaches, supervisors, or evaluators to complete remaining student requirements.

4. Self-paced completion period

If appropriate, students may be given continued access to course materials, recordings, assignments, or learning platforms for a defined period so they can complete outstanding requirements.

(3) Student Responsibilities

The LINC GmbH remains committed to supporting students through available teach-out options;

however, student participation is required to enable that support. Students are responsible for responding promptly to closure communications and teach-out options.

Students may be required to:

- Confirm whether they wish to participate in a teach-out option
- Complete remaining assignments or attendance requirements by stated deadlines
- Request copies of records before a specified date
- Work directly with a receiving provider if a transfer option is arranged.
- Pay any additional fees charged by another provider, unless otherwise stated in writing.

Failure to respond by the stated deadline may limit LINC GmbH's ability to support completion.

Priority for Currently Enrolled Students

In the event of closure, priority will be given to students who are actively enrolled and in good standing at the time the closure decision is made.

The LINC GmbH may not be able to support former students, inactive students, withdrawn students, or students whose enrollment period has already expired, except as required by written agreement or applicable law.

13. Right of Withdrawal

Only consumers are entitled to the following right of withdrawal:

Withdrawal Policy

Right of Withdrawal

You have the right to cancel this contract within fourteen days without giving any reason.

The withdrawal period is fourteen days from the date the contract is concluded.

To exercise your right of withdrawal, you must notify us

LINC GmbH
Grapengießerstr. 16
21335 Lüneburg
Phone: 04131 2270700
Email: international-sales@linc.de

by means of a clear statement (e.g., a letter sent by mail, fax, or email) regarding your decision to withdraw from this contract.

To meet the withdrawal deadline, it is sufficient for you to send your notification of exercising your right of withdrawal before the withdrawal period expires.

Consequences of Withdrawal

If you withdraw from this contract, we must refund all payments we have received from you without delay and no later than fourteen days from the day on which we receive notice of your withdrawal from this contract. We will use the same payment method for this refund that you used for the original transaction, unless expressly agreed otherwise with you; in no event will you be charged any fees in connection with this refund.

If you have requested that the services begin during the withdrawal period, you must pay us a reasonable amount corresponding to the proportion of the services already provided up to the time you notify us of your exercise of the right of withdrawal with respect to this contract, compared to the total scope of the services provided for in the contract.