

## General Terms and Conditions of Counselling for Couples and Individuals

### 1. Counselling

Counselling is aimed at couples and individuals. Your counsellor will help you decide on the duration of counselling (number and length of sessions). A counselling session for couples usually lasts between 60 and 90 minutes and a session for individuals between 50 and 60 minutes.

### 2. Data protection

We take the protection of your personal data seriously and comply with the applicable data protection regulations in Switzerland. Personal data collected during the business relationship will be treated confidentially and used only for the purpose for which it was collected. Your data will only be passed on to third parties if this is necessary to fulfill our contractual or legal obligations. You have the right to request information about the data we have stored and, if necessary, to request its correction, deletion or blocking.

### 3. Costs and cancellation period

The standard rate (level 10) for couple or individual counselling is CHF 240 per hour (plus VAT). If the couple or individual seeking counselling does not live in the canton of Zürich, the hourly rate will always be the standard rate (plus VAT) – no discounts may be applicable.

If a session lasts for longer than agreed, the actual length of the session will be charged. Any counselling by phone or email will also be billed; both in 15-minute units.

Cancellation must be made at least 24 hours (weekdays) before the confirmed appointment. Otherwise, a cancellation fee will be charged as a cost share for the fact that the appointment cannot be assigned otherwise.

This amounts to CHF 150.00 (plus VAT) for initial appointments and the rate for one hour for ongoing consultations.

*Important: Financial difficulties should not stop you from attending counselling. If this is the case, please contact your counsellor.*

### 4. Income and asset-based rates

Discounts on standard rates are dependent on taxable income and the domicile in the canton of Zurich. Eligibility for a discount is to be established during the first appointment by presenting the tax bill, tax assessment, or tax return for the full previous calendar year. If your current income differs, you must present appropriate documentary evidence, e.g., salary statements. The applicable rate level will be determined by the counsellor during the first appointment, and all documentary evidence presented by clients will be returned to them.

The rate applied to invoiced appointments will not be adjusted retroactively.

Annual taxable income	Rate per hour (plus VAT)	Rate level
over CHF 158,700	CHF 240	Level 10
up to CHF 158,700	CHF 220	Level 9
up to CHF 138,000	CHF 200	Level 8
up to CHF 120,000	CHF 180	Level 7
up to CHF 96,000	CHF 160	Level 6
up to CHF 76,800	CHF 140	Level 5
up to CHF 67,200	CHF 120	Level 4
up to CHF 57,600	CHF 100	Level 3
up to CHF 48,000	CHF 80	Level 2
up to CHF 38,400	CHF 60	Level 1

The discounts based on taxable income apply as shown provided the taxable assets are CHF 200,000 or less. If the taxable assets are higher than CHF 200,000, the discount is reduced by one level for each CHF 100,000 in taxable assets.

### 5. Payment default

The first reminder (payment reminder) will not be subject to a reminder fee. The second and all subsequent reminders will incur a reminder fee of CHF 10 per reminder to cover the additional time and effort involved. Failure to pay within the given deadline following a third reminder will result in debt enforcement proceedings being instituted if no other agreement can be reached. Furthermore, participants have a duty to pay compensation for all costs arising because of default, e.g., collection costs.