General Terms and Conditions

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GENERAL TERMS AND CONDITIONS (GTC)

I. General Rules and Provider’s Data

Unless otherwise agreed in writing, these General Terms and Conditions (GTC) apply to offers made by Adelaida-SA Kft., operating the website **https://helektrahealing.com** as the Trademark Owner or Service Provider, as well as to services, courses, workshops, product sales provided by it, and any contracts concluded by the Service Provider.

Contracts concluded in this manner qualify as "contracts concluded at a distance," which are established without the simultaneous physical presence of the parties, exclusively utilizing communication tools between parties at a distance. These contracts are governed by Government Decree No. 45/2014 (II. 26.) on detailed rules for contracts between consumers and businesses.

Service Provider (Operator) Data:

- **Company Name:** Adelaida-SA Korlátolt Felelősségű Társaság (Limited Liability Company)
- **Registered Office:** 1182 Budapest, Cziffra György u. 21/A., Hungary
- **Company Registration Number:** 01-09-952329 (Court of Registration of the Budapest Capital Regional Court)
- **Tax Number:** 23087608-1-43 (Community Tax Number: HU23087608)
- **E-mail:** elektrahatzopoulos@gmail.com
- **Telephone Customer Service:** +36 30 74 35 497

Bank Account Numbers:

- **HUF:** 12011856-01255385-00100004
- **EUR:** 12011856-01255385-00200001
- **USD:** 12011856-01255385-00300008

II. Use of Services, Ordering, and Payment

1. Establishment of the Legal Relationship

The legal relationship between the Service Provider and the Client is established upon the Service Provider's written confirmation (via e-mail) of the order. The automated confirmation of an order placed on the online interface only confirms the receipt of the order and does not in itself constitute the final conclusion of the contract.

2. Prerequisites

Considering that the use of certain services or courses is subject to previously completed modules or trainings, the Service Provider reserves the right to refuse the conclusion of the contract or participation in the training in the absence of such conditions.

3. Payment Methods and Fees

- The fees for courses, seminars, and services can be settled by bank transfer, bank deposit, online card payment, or in cash on-site.
- The Service Provider shall issue an invoice for the paid fee (sent via e-mail in case of online purchases, handed over on-site in case of cash payment).
- **Important:** When making a payment, please always indicate the name/identifier of the event in the payment reference/comment field.
- If a seminar is ordered for which no specific price is indicated, the Service Provider will contact the Client personally following the inquiry.
- Advance bank transfer or credit card payment constitutes confirmation of the application in all cases, at which point the Client becomes entitled to participate in the event.
- If a registration fee is payable, the registration fee is non-refundable in the event of cancellation.

4. Fulfillment of Free and Paid Online Events

- **Free Online Events:** The Client can find the relevant Zoom connection details in the comments/posts section of the event page, through which they can join the program at the specified time.
- **Paid Online Events:** The Zoom invitation will be sent to the e-mail address provided in the order after receipt of payment (at least one day before the start time of the event, but no later than 30 minutes before it starts). If the Client wishes to receive the Zoom invitation via Messenger, they must indicate this in a separate message via Viber or WhatsApp at **+36 30 74 35 497**, or via the *HElektra ThetaHealing® InterNations* Facebook page.

5. Individual Consultations and Gift Vouchers

- In the event of ordering an individual consultation, the Service Provider will contact the Client within 3 to 8 hours to schedule an appointment (unless an online booking system directly provides the time slot).
- When ordering a gift voucher, it will be forwarded according to the selected "shipping method".

6. Modifications and Cancellation

- **By the Service Provider:** The Service Provider reserves the right to modify or cancel the topic, time, location, or instructor of the courses. The Service Provider shall notify the Client of any modification at least 5 working days in advance (at least 1 week in advance in case of a location change). If the modification is not suitable for the Client, the already paid fee can be refunded or transferred to another date.
- **By the Client (Cancellation):** The Client is obliged to notify their cancellation of participation in writing up to the start of the given event or seminar via e-mail (**helektrahealing@gmail.com**), as well as via SMS, WhatsApp, Viber (**+36 30 74 35 497**), or Messenger.

III. Right of Withdrawal and Termination (For Consumer Contracts)

1. The Client is entitled to a 14-day right of withdrawal/termination without giving any reason from the date of conclusion of the contract, which can be exercised using the declaration template pursuant to Government Decree No. 45/2014 (II. 26.) or by means of a clear written statement.
2. In the event of withdrawal, the Service Provider shall refund the full amount paid without undue delay, but no later than within 14 days.

3. If the Client terminates the contract after the commencement of performance, a proportional fee shall be payable during the settlement.
4. **Exclusion for Digital / Fulfilled Services:** The Client may not exercise their right of withdrawal after the full performance of the service, if performance began with the Client's explicit prior consent and the Client acknowledged that they lose their right of termination after full performance.

IV. Copyrights and Training Conditions

1. **Instructor Status:** The Service Provider declares that they are a certified instructor of THInK® (ThetaHealing Institute of Knowledge) and are authorized to conduct the announced courses and workshops.
2. **Certificate:** The Client who completes the course receives a certificate certified by THInK, which does not qualify as a state-recognized adult education certificate.
3. **Copyrights:** All content of the website, training documentation, and course materials are the intellectual property of the Service Provider. The Client may use the acquired knowledge exclusively for personal purposes; sharing, distributing, or transferring course materials to any third party is strictly prohibited.

V. Data Protection Principles and Handling of Health Data (GDPR Compliance)

The Service Provider treats the personal data provided during the order (name, e-mail address, billing and shipping address, telephone number) confidentially in accordance with the General Data Protection Regulation of the European Union (GDPR) and relevant national data protection laws.

- **Purpose of Data Processing:** Fulfillment of orders, maintaining contact, identification, and fulfillment of billing obligations.
- **Handling of Special Data:** By ordering the service, the Client expressly and voluntarily consents to the Data Controller handling data regarding their mental or health condition shared during the consultation/course for the purpose of performing the service, as set out in the Privacy Policy.
- **Duration of Data Processing:** Registration data is stored until deletion, while billing data is stored for the mandatory retention period required by applicable accounting regulations.
- **Data Subject Rights:** The Client may at any time request access to, rectification of, or deletion of their data. In case of unlawful data processing, they may lodge a complaint with the **National Authority for Data Protection and Freedom of Information** (1055 Budapest, Falk Miksa utca 9-11., Hungary, https://naih.hu).

VI. Final and Legal Provisions

Matters not regulated in these GTC shall be governed by the Hungarian Civil Code (Act V of 2013), Government Decree No. 45/2014 (II. 26.), Act CVIII of 2001 on electronic commerce services, and Regulation (EU) 2016/679 (GDPR).