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# GENERAL TERMS AND CONDITIONS

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## Terms and Conditions

The terms and conditions (TOS) described below apply to all use of the How-to-Really website and all services and products available through the website. By using the How-to-Really website, content and services, you agree to be bound by these terms, so please read this Agreement carefully before using the How-to-Really website, content and services. How to Really has the sole discretion to change or replace any part of this agreement. You are responsible for periodically checking this agreement for any changes. Any new Service additions or enhancements are subject to these Terms of Service. You consent to any such changes by continuing to use the How-to-Really website, content and service.

## Account Terms

Users may choose freely whether they sign up with an account on the How-to-Really website. If they would choose to do so, they are solely responsible for maintaining the security of their account and password. They must notify How to Really of any security breach as soon as possible. Not How to Really, nor Thomas Vanhuyse will be liable for any loss or damage if users fail to comply with this security obligation. Accounts registered by automated methods are not allowed. You must be a real person to use this service. You are responsible for all activity that happens under your account. We reserve the right to terminate your account if you violate any of the terms described below. You may not use How to Really or your How to Really account for any illegal or unauthorized purpose. You must not violate any laws in your jurisdiction in your usage of the How-to-Really website, content, products or services. We may remove content and accounts containing content that we determine in our sole discretion to be unlawful, offensive, threatening, libelous, defamatory, pornographic, obscene or otherwise objectionable or violates any party's intellectual property or these Terms of Service. You must not transmit any worms or viruses or any content of a destructive nature.

## Payment

Users may choose to pay via PayPal, invoice or pay the required amount of money beforehand via bank transfer. In the future, other payment methods may be introduced as a possible means of payment. These methods may reveal certain personal and banking information from How to Really or its owners. Under no circumstances is it allowed for users to distribute this personal information to the public in any means.

Likewise, How to Really will not use users' personal information or any other data provided by the user on the How-to-Really website or on third-party websites or applications to fulfill any means but to provide the service required by the user. If the user wishes to pay via other methods, including, but not limited to: Debit card and credit card, they can do so via third party websites who offer How to Really products. How to Really is not in any way responsible for the actions of these third party websites.

## Account Termination or Cancellation

You can cancel your account on the How-to-Really website at any time. All your content and profile information will be deleted from the How to Really Service immediately upon cancellation and cannot be recovered once it is deleted. How to Really has the right to suspend or terminate your account with or without cause and with or without notice at any time. If your account is terminated, all content and profile information will be immediately deleted and you will no longer have access to your account. How to Really reserves the right to refuse service to anyone for any reason.

## General Conditions

The How to Really service and its products are provided on an "as is" and "as available" basis. How to Really uses third party vendors and hosting partners to provide the hardware, software, networking, storage of data, and related technology required to run the How to Really Service. If you choose to use the How to Really website and service, you consent to the transfer and storage of any content and other profile information on servers located anywhere in the world. How to Really does not promise that the service will be uninterrupted, timely, secure, or error-free. We make every effort to ensure that it will satisfy your requirements and expectations, but make no promises in this regard. How to Really cannot be held liable for system down time, crashes or data loss. The failure of How to Really to exercise or enforce any right or provision of the Terms of Service shall not constitute a waiver of such right or provision. This Terms of Service supersedes any prior agreements or prior versions of Terms of Service between you and How to Really. You agree that these Terms of Service and your use of the How to Really Service are governed under Belgium law. If you choose to provide How to Really with your information, you consent to the transfer and storage of that information on our servers.

## Coaching conditions

By purchasing one of the coaching packages available on the How-to-Really website, you agree to the above and the following terms and conditions.

### Money-back guarantee

How to Really and Thomas V coaching offer a 100% money-back guarantee. How to Really and Thomas V coaching reserve the right to suspend this 100% money-back guarantee at any time, under any circumstances and to any one person. When the 100% money-back guarantee is agreed on by both parties, being How to Really & Thomas V coaching and the client in question, it is required of said client to fill out a form in which

he/she/x is to argue his/her/their case as to why they are not satisfied with the delivered coaching content, product or service. When How to Really and Thomas V coaching deem this complaint to be legitimate in nature, they can then refund the complete investment the client made towards How to Really and Thomas V coaching.

## Privacy policy and coaching

How to Really and Thomas V coaching reserve the right to record the coaching sessions that take place with the sole purpose of having (legal) proof that these sessions did indeed take place and that both parties were actively involved in the coaching sessions. The recordings of these coaching sessions may be stored on a local server, cloud or a (digital) storage system of any means. The content of these recordings will never be made public and will not

The client of whom these recordings were made is entitled to request the retrieving of these recording if he/she/x wishes to do so. How to Really and Thomas V coaching reserve the right to deny sharing these recordings with any one person, including the client of whom the recordings were made. These recordings will never be used for any means but the intended storage in case of legal matters.

## Personal health and well-being

Not How-to-Really, nor Thomas V coaching or any person involved as a coach, consultant, service provider or author under these names is responsible for any physical, mental, emotional or psychological harm or damage suffered as the result of following their coaching or advice. The content and coaching of How to Really and Thomas V coaching cannot be regarded as professional and/or medical advice, nor ultimate advice. By working with coaches from How to Really and Thomas V coaching, you agree to be 100% responsible for your own actions and your own life.