

Terms and Conditions

1. Scope of services

Services include HR interim management, HR consultancy, and individual coaching. Each engagement is tailored to the client's needs and defined in a written agreement before commencement. Services may be delivered on-site or remotely, within standard working hours (weekdays between 8:00 and 19:00), unless otherwise agreed.

2. Confidentiality & data protection

All information shared by clients is treated with strict confidentiality, and in compliance with GDPR and Belgian data protection laws. No data will be disclosed to third parties without prior written consent, except where required by law.

3. Professional standards & autonomy

Services are delivered with professionalism, independence, and respect, following Belgian labor law and coaching ethics. The consultant operates autonomously, based on expertise and in the best interest of the client, while respecting agreed guidelines.

4. Fees and payment

Fees are agreed upon in advance and specified in the service agreement. Invoices are payable within the agreed timeframe. Reasonable and necessary expenses may be invoiced. VAT is not included unless specified. Fees are subject to biannual review and indexation. Coaching sessions are payable immediately after each session, either in cash or via QR code.

5. Coaching specifics

- Sessions are conducted in French for optimal communication.
- The process includes reflective dialogue, creative tools, and goal setting, with the client's consent.
- The coach acts as a neutral, supportive partner.
- Cancellations must be made at least 24 hours in advance; otherwise, 50% of the fee will be charged.
- A minimum of two sessions is generally recommended, with duration and frequency defined jointly.

6. Mutual obligations

The consultant agrees to act in good faith, meet all legal and tax obligations, and notify of any schedule changes. The client commits to active collaboration, timely payment, and providing all necessary information for the mission's success.

7. Liability

The consultant cannot be held liable for outcomes resulting from client decisions. Professional liability insurance is in place.

8. Termination

Either party may terminate the agreement with 8 weeks' notice by email (with acknowledgment) or registered mail. Immediate termination is possible in case of serious misconduct, force majeure, or insolvency. Services rendered remain payable.

9. Non-solicitation & fair competition

For 12 months after the end of the contract, the consultant will not solicit or hire the client's staff unless initiated by the employee. The consultant also refrains from any unfair competitive activity.

10. Intellectual property

All materials, tools, and content shared during the mission remain the intellectual property of the consultant unless otherwise agreed in writing.

11. Governing law & jurisdiction

These terms are governed by Belgian law. In case of dispute, the parties agree to attempt mediation before initiating legal action. Any disagreements shall be settled in the competent courts.