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Terms and *Withdrawal Information*

Franz Heinrich · Flurweg 3 · 93333 Neustadt an der Donau · Germany · franzheinrich.com

Contents: General Terms and Conditions · Withdrawal Information · Model Withdrawal Form

This is the English version for clients who work with me in English. For contracts concluded in English, this version applies.

General Terms and Conditions (AGB)

These terms protect both of us and create a clear, safe framework for our work together. I have written them as simply as possible. If something is unclear, ask me.

1. Who we are and what these terms cover

Your contract partner is me:
Franz Heinrich
Flurweg 3
93333 Neustadt an der Donau
Germany
info@franzheinrich.com
+49 176 92611552

These terms apply to my 1:1 offers under the names UnShamed and S.O.S. - School of Shame: single sessions, “Your UnShamed Month” and my longer 1:1 support over several months, online and in person. Retreats and group workshops have their own participation terms.

2. How our contract comes about

The get-to-know-you call is free and non-binding. A verbal yes during the call is not yet a booking. If you decide on an offer, I will send you the offer description, these terms and the withdrawal information with model withdrawal form by email as a PDF. Our contract comes about when you then confirm to me by WhatsApp or email, e.g. with “Yes, I’m in”. After that, I confirm your booking by email.

3. What I offer and what I do not

I support you in getting to know your feelings, emotions, shame and inner parts, and in building a new relationship with them. For this I work with, among other things, Emotional Release, breathwork and psychosomatic body work, guided visualizations, conversations, inner parts (inspired by IFS), shadow and process work, embodiment and experiments for your everyday life. What exactly is included in your offer (type and number of sessions, duration, WhatsApp support, experiments, audios and accompanying material, price) is stated in your offer description.

My work is self-exploration and accompaniment. I am not a doctor, not a psychotherapist and not an alternative practitioner (Heilpraktiker). I do not practise medicine, I make no diagnoses and I make no promises of healing. I do not treat physical or mental illnesses. My support does not replace medical or psychotherapeutic treatment, but it can complement it. If you are in treatment, please continue it, and do not stop any therapy or medication because of our work. Please have physical or mental complaints checked by a doctor and/or psychotherapist.

All sessions take place live with me, online by video or in person. Recordings, audios and PDFs are only a reminder and an addition. They do not replace a session and do not teach learning content.

I owe you careful support, but not a specific result. What changes is different for every person.

4. Prices

The price I gave you in the offer description before you said yes applies. All prices are final prices including statutory VAT. Travel and accommodation costs are not included in the price. For in-person sessions, everyone covers their own travel. If I have additional costs because I travel to you, I will tell you in the offer description beforehand.

5. Payment

You will receive an invoice. The amount is due within 7 days of receiving the invoice, but at the latest before your first session. You can pay by bank transfer or through a payment service provider (e.g. by direct debit). The details are on your invoice.

Payment in instalments is only possible if it is provided for in your offer description. In that case, the instalments and the total price stated there apply.

6. Cancelling and rescheduling appointments

I keep the time for your session free just for you. That is why these rules apply to cancellations and rescheduling, online and in person:

When you let me know	Rescheduling	Cancelling
more than 7 days before	free of charge	free of charge
7 days to 48 hours before	free of charge once per session	50 % of the session price
less than 48 hours before or no-show	full session price	full session price

For packages (UnShamed Month and my longer 1:1 support), the session price is the package price divided by the number of sessions. “Full session price” then means: the session counts as having taken place. “50 %” means: we reschedule the session to a new date, and you pay half of the session price for it.

If you are prevented through no fault of your own, e.g. because of acute illness or an emergency, please let me know as early as possible. Then we will reschedule the appointment free of charge.

I will credit any costs I save and any income I earn if I can give the appointment to someone else. You can also always show me that your cancellation caused me no damage or less damage. Please cancel and reschedule by WhatsApp or email. If you are running late, let me know briefly. The session then still ends at the planned time.

7. If I have to cancel an appointment

If I have to cancel a session because of illness, a family emergency, force majeure (e.g. storm, flood, power or internet outage), or because I do not feel well enough to hold the space safely for you, I will tell you as early as possible. The session will be credited to you, and we will make it up, as a replacement appointment or in another form that works for you. This causes you no costs. Further statutory rights remain unaffected.

8. If I end the support

I can end our work together for good cause. This does not happen lightly and never without a conversation with you. Good cause is, for example, if you violate the boundaries of others, come to a session under the influence of alcohol or drugs, or if further support cannot be justified. Statutory rights of termination remain unaffected for both of us.

9. Your health and your safety

Emotional Release and intensive breath and body work can trigger strong feelings, body reactions and memories. So that we can work safely:

- You may say stop at any time, end an exercise, or ask for more or less intensity.
- Before our first session, you fill in my questionnaire completely and honestly, including the questions about your health, and you tell me if anything changes. This way I can adapt the work to you: depending on the situation, I leave out certain methods (e.g. intensive breathing), we only start after a medical check, or I refer you to other professionals.
- If I notice that you also need medical or psychotherapeutic support, I will tell you openly and help you find it. Our work continues as long as it is good for you and can be justified.
- In the questionnaire, you name an emergency contact person for me. If I can no longer reach you during or right after an intensive session, I may inform them, but only with your name and the request that they get in touch with you.
- In in-person sessions, I only touch you if you have agreed beforehand. I ask anew every time. You can take back your yes at any time without giving a reason.
- After an Emotional Release session, plan time for yourself and do not drive a car right afterwards. Something may also still come up in the days after. Feel free to get in touch with me then.

10. Availability between sessions

I usually answer messages by WhatsApp or email on Mondays, Wednesdays and Saturdays, unless we have agreed otherwise. If I am offline, e.g. on holiday, at retreats or on days off, it can take longer.

I am not a crisis service and not available around the clock, not even by WhatsApp. If your life is in acute danger, please call 112 (EU) or the local emergency number immediately. To talk, you can reach the Telefonseelsorge (telephone counselling service) in Germany around the clock (0800 111 0 111 or 0800 111 0 222, Germany). You can reach the medical on-call service at 116 117 (Germany).

11. Liability

In short: for damage to your health and for gross mistakes, I am fully liable. For small, minor oversights, my liability is limited.

I am liable without limit for intent and gross negligence, and for damage from injury to life, body or health (including mental health). In cases of slight negligence, I am only liable if I breach an essential contractual obligation, that is, an obligation you must be able to rely on. In that case, my liability is limited to the damage that is typical and foreseeable for such contracts. Otherwise, my liability for slight negligence is excluded. Liability under the German Product Liability Act (Produkthaftungsgesetz) and for guarantees I have given remains unaffected.

12. Confidentiality

What you entrust to me, I treat as confidential. I do not pass anything on without your consent. Exceptions: I am legally required to (e.g. in court, because I have no right to refuse to testify), or there is acute danger to your life or to the life or health of others. In that case, I pass on only what is absolutely necessary to the emergency services or your emergency contact, and I tell you beforehand if that is possible.

To be able to support you as well as possible, I sometimes discuss cases in supervision or with colleagues. This always happens without your name and without details by which you could be recognized.

You may share your own experiences with anyone you like.

13. Data protection, recordings and AI

How I handle your data, which services I use and whether data is processed outside the EU is stated in my privacy policy on franzheinrich.com.

I need your health information from the questionnaire so that we can work safely. I only use it with your explicit consent and only for that purpose. Without this information, I cannot carry out the support for safety reasons. Recordings of our sessions and evaluations with AI tools are voluntary. Our support takes place without them as well.

You can withdraw any consent at any time with effect for the future. For recordings and AI, this has no consequences for our work together. If you withdraw consent to your health information, we will discuss together which form of support is then still possible.

I delete recordings and AI summaries at the latest 2 years after our support ends, earlier if you wish. After that, I only use insights from our work in a way that nobody can recognize you from them, to further develop my work.

14. Testimonials

I only publish your story, your process or your feedback if you explicitly agree, and only the way you want it: with your full name, with your first name only or anonymously, with or without a picture. You get to read the text beforehand. You can withdraw your consent at any time for the future. I will then take the post down from my channels within 14 days. Copies that others have already saved (e.g. screenshots) I cannot take back.

15. Right of withdrawal

If you book as a private person, you have a statutory right of withdrawal of 14 days from the conclusion of the contract. You will receive the withdrawal information and the model withdrawal form by email as a PDF before you say yes, and once more with my confirmation. If we conclude the contract in person, e.g. at a retreat, you

will receive the documents on paper or, if you agree, by email. I only start before the 14 days have passed if you explicitly ask me to and confirm that your right of withdrawal ends as soon as I have fully provided the service. You do this in writing, e.g. in the questionnaire or by email. If you withdraw after that, you pay the share that has already been provided up to your withdrawal. The details are in the withdrawal information with model withdrawal form: franzheinrich.com/widerruf

16. Final provisions

German law applies. If you live abroad as a consumer, you keep the protection of the mandatory consumer protection provisions of your country. I do not take part in dispute resolution proceedings before a consumer arbitration board, and I am not obliged to. If any provision of these terms is invalid, the remaining provisions stay valid, and the law applies in its place.

As of: November 2026

This is the English version for clients who work with me in English. For contracts concluded in English, this version applies.

Withdrawal Information and Model Withdrawal Form

This withdrawal information applies if you book with me as a private person (consumer). It is required by law and is therefore written in a formal style. Of course, I mean you.

Withdrawal Information

Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period will expire after 14 days from the day of the conclusion of the contract.

To exercise the right of withdrawal, you must inform me (Franz Heinrich, Flurweg 3, 93333 Neustadt an der Donau, Germany, telephone number +49 176 92611552, e-mail address info@franzheinrich.com) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). You may use the attached model withdrawal form, but it is not obligatory.

Franz Heinrich
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To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

If you withdraw from this contract, I shall reimburse to you all payments received from you, without undue delay and in any event not later than 14 days from the day on which I am informed about your decision to withdraw from this contract. I will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

If you requested to begin the performance of services during the withdrawal period, you shall pay me an amount which is in proportion to what has been provided until you have communicated to me your withdrawal from this contract, in comparison with the full coverage of the contract.

Model Withdrawal Form

(Complete and return this form only if you wish to withdraw from the contract.)

To Franz Heinrich
Flurweg 3
93333 Neustadt an der Donau
Germany
info@franzheinrich.com:

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract for the provision of the following service (*)

Ordered on (*) / received on (*)

Name of consumer(s)

Address of consumer(s)

Signature of consumer(s) (only if this form is notified on paper)

Date

(*) Delete as applicable.

Additional note on early start (not part of the model withdrawal information)

I only start my service before the withdrawal period has expired if you explicitly ask me to. In a contract for services, your right of withdrawal ends when I have fully provided the service and you have explicitly agreed, before the withdrawal period expired, that I begin with the performance, and have confirmed your knowledge that you lose your right of withdrawal once I have fully performed the contract.

As of: November 2026