

Terms and Conditions of Consultation

Service Provider: Tímea Torma, sole proprietor

These Consultation and Payment Terms apply to the Ultrabrief Therapy Consultation available through the website www.timeatorma.com.

The purpose of this document is to provide the applicant with clear information about the conditions of the service before registering for an in-person or online consultation.

This document does not replace the Legal Notice, Privacy Policy or Imprint available on the website, but must be interpreted together with them.

Details of the Service Provider

Name: Tímea Torma

Address: 1095 Budapest, Gát utca 29. I/4.

Email: info@tormatimea.com

Phone: +36 70 804 1479

Tax number: 91136239-1-43

Website: www.timeatorma.com

The details of the hosting provider are available on the Imprint page.

Definitions

The main terms used in this document:

Applicant: the person who registers via the website.

Client: the person whose consultation appointment has been finalized after the necessary preparation, and who participates in the Ultrabrief Therapy Consultation.

Consumer: a natural person acting outside their trade, business, craft or profession.

Ultrabrief Therapy Consultation: a one-time, self-awareness-focused, intensive joint consultation between the client and the Ultrabrief Therapy consultant.

Finalized appointment: a consultation appointment that has been confirmed by email by Tímea Torma after the free 15-minute preparatory discussion.

Payment of the fee: payment of the consultation fee by bank transfer.

Description of the service

The service is a one-time Ultrabrief Therapy Consultation, which is a self-awareness-focused, intensive joint process between the client and the Ultrabrief Therapy consultant.

The duration of the consultation is usually 90–120 minutes.

The consultation may take place:

- in person, or
- online.

Professional and methodological framework

The Ultrabrief Therapy Consultation is not medical care, not a healthcare activity, not psychotherapy, not psychiatric treatment, not an alternative or complementary medical treatment, not an emergency service, and does not replace necessary medical, psychological or psychotherapeutic care.

Ultrabrief Therapy® is a consultation format with its own methodology. It is not counselling, not coaching, not kinesiology, not individual family constellation and not psychodrama, although in its tools and approach some elements may be related to other self-awareness or helping methods.

The aim of the consultation is not healing, not symptom management, not the relief of physical complaints, not the improvement of physical well-being, not mood enhancement, not personality

shaping, and it does not guarantee freedom from symptoms, specific results or a particular change in life circumstances.

The consultation is a self-awareness-focused conversation that may also use dramatic elements, and can support the client's own inner insights, emotional experience and clarification of their options for decision-making.

In the case of a serious, urgent or crisis physical or mental condition, the Ultrabrief Therapy Consultation is not the primary form of help. In such cases, it is recommended to seek appropriate emergency, medical, psychiatric or psychological care.

A more detailed description of the professional and methodological framework is contained in the Legal Notice available on the website.

Registration

Registration via the website is possible by clicking the “Keress bizalommal” (“Contact me with confidence”) button and filling in and submitting the form.

In-person and online consultation

Registration for an in-person or online consultation takes place via the registration form on the website.

The date, place, method of payment and other details of the in-person or online consultation are finalized after agreement by email, phone or online.

The appointment becomes final after the phone or online discussion and payment.

The applicant receives the final confirmation and the information needed before the consultation by email.

Preparatory phone or online video call

As part of the preparation for the in-person or online consultation, there is a free 15-minute phone or online video call.

Its purpose is to:

- clarify the human and professional framework of the registration,
- agree on the form of address (informal/formal),
- gain a brief, preliminary understanding of the topic brought,
- clarify whether the online format is appropriate,
- clarify the location of the in-person meeting,
- finalize the chosen appointment,
- prepare the technical framework for the online consultation.

The phone or online video call is not the consultation itself, but a short preparatory step before the online consultation.

Finalizing the appointment

The date of the online consultation becomes final when the preparatory phone or online video call has taken place, the amount indicated on the pro forma invoice has been transferred, and the appointment has been confirmed by Tímea Torma.

After finalization, the applicant receives by email:

- the final consultation date,
- the way to connect online,
- the information needed before the online consultation,
- practical aspects of preparing for the consultation,
- if necessary, the online access link or contact details,

- in the case of an in-person consultation, the details of the location.

The time of performance of the service is the actual time when the finalized consultation takes place.

Fee, payment and invoicing

The current fee of the consultation is indicated on the website.

After the free phone or online video discussion, if both parties agree, the pro forma invoice is sent by email based on the data provided.

The invoice is issued based on the billing details provided. It is the applicant's responsibility to provide accurate billing information.

The service provider is exempt from VAT, therefore the consultation fee is invoiced as a VAT-exempt service.

Cancellation and modification of in-person or online consultations

In the case of in-person or online consultations, after the phone or online video discussion and payment of the pro forma invoice, when the appointment is already final, the consultation appointment may be cancelled or modified no later than 48 hours before the consultation. In this case, the amount of the paid pro forma invoice will be refunded.

If the consultation is cancelled within 48 hours before the consultation, the consultation fee, i.e. the amount of the transferred pro forma invoice, will not be refunded.

If the consultation cannot be held due to a reason on the side of Tímea Torma, a new appointment will be agreed.

In exceptional life situations, Tímea Torma may, at her sole discretion, deviate from the above cancellation rules, but this does not create an automatic right to free cancellation or refund.

Technical conditions for online consultation

On the applicant's side, the following are required for the online consultation:

- an undisturbed, calm environment,
- a stable internet connection,
- a working camera and microphone,
- preferably the use of a computer, laptop or tablet,
- ensuring the practical preparations needed for the consultation.

The detailed information for online preparation is sent to the applicant by email after confirmation of the finalized appointment.

If the online consultation cannot be properly held due to technical or environmental reasons on the applicant's side, a new appointment will be arranged based on individual agreement.

If the online consultation cannot be held due to technical or other reasons on the side of Tímea Torma, a new appointment will be agreed, or, at the applicant's request, the paid fee will be refunded.

Post-consultation contact

Following the consultation, if necessary, Tímea Torma may send a short follow-up or contact email.

The Ultrabrief Therapy Consultation is basically a one-time consultation, therefore no ongoing therapeutic, care or regular contact obligation arises after the consultation.

If the client wishes to have another consultation at a later time, a separate agreement is required regarding its date and conditions.

Right of withdrawal and termination

Refunds

Refunds may particularly occur in the following cases:

- if the consultation cannot be held due to a reason on the side of the service provider and the applicant does not request a new appointment,
- if the parties agree on a refund based on individual agreement.

Refunds are made, where possible, using the same payment method that the applicant used for the original payment, unless the parties agree otherwise.

Any cancellation or modification of the invoice is governed by the applicable accounting and tax rules and the operating rules of the invoicing system used.

Complaints handling

The applicant may submit a complaint or remark via the following contact:

Email: info@timeatorma.com

Complaints received are examined on their merits by Tímea Torma, who responds within the time limits set by law.

In the event of a consumer dispute, the consumer is entitled to turn to a conciliation body.

The conciliation body competent according to the registered office of the service provider:

Budapest Conciliation Board

Address: 1016 Budapest, Krisztina krt. 99.

Mailing address: 1253 Budapest, Pf.: 10.

Email: bekelteto.testulet@bkik.hu

Phone: +36 1 488 2131

Website: bekeltet.bkik.hu

Data processing

The processing of personal data related to registration, phone or online video discussions, payment and invoicing is carried out in accordance with the Privacy Policy.

The detailed rules of data processing are contained in the Privacy Policy.

Related documents

In addition to these Terms and Conditions of Consultation, the following documents are applicable:

- Imprint
- Privacy Policy
- Legal Notice

The Legal Notice contains the professional and methodological framework of the consultation.

These Terms and Conditions of Consultation contain the conditions of registration, appointment scheduling, payment, invoicing, cancellation, refunds and consumer information.

Amendment of the terms

Tímea Torma reserves the right to amend these Consultation and Payment Terms.

The amended terms enter into force upon their publication on the website.

Final provisions

For matters not regulated in these terms, the applicable Hungarian legislation shall apply.

The purpose of this document is to ensure that, before registering for the consultation and arranging payment, the applicant receives clear and understandable information about the contractual and payment conditions of the service.