

Terms and Conditions

Last updated: 5 September 2026

This version replaces the version dated 12 August 2025.

1. Who these terms are between

"We", "us" and "our" mean The Change Republic GmbH, company number CHE-131.869.164, Rötibodenstrasse 34, 8820 Wädenswil, Switzerland.

"You" and "the client" mean any person or organisation that buys or uses our services.

"Services" means executive and group coaching, leadership development, workshops, personal branding advisory, keynote speaking, and any digital product we offer.

"AI tools" means the two automated tools on our website: CoachTünde.ai, our coaching chatbot, and our AI twin, which is a voice assistant. Section 10 covers both.

2. What we deliver

We deliver what is described in the written proposal we send you. Anything beyond that has to be agreed in writing before we do it.

3. Who can use our services

Our services are for people aged 18 and over.

4. How a contract is formed

A contract exists once you accept our written proposal, whether by email or otherwise, or confirm in writing that you want to go ahead.

5. Fees and payment

Fees, currency and payment terms are those set out in your individual quote or contract, and those take precedence over anything in this section.

Where a quote or contract is silent, prices are in Swiss francs and payment is due within 30 days of the invoice date.

We accept bank transfer, Stripe and PayPal, unless your contract says otherwise.

Any value added tax is shown on the invoice and charged as the law requires at the time.

If an invoice is late we may charge a reasonable reminder fee and default interest at the statutory rate.

6. Cancelling and rescheduling

You may reschedule a session free of charge up to 48 hours before it starts.

A session cancelled or rescheduled later than that counts as delivered and is payable in full.

We do not refund unused parts of a package, or events you decide not to attend.

If we have to cancel, we will offer you a new date or refund what you paid for the part we did not deliver, whichever you prefer.

7. Intellectual property

Materials we give you stay ours. That covers handouts, slides, recordings, assessment reports and the content of the AI tools.

You get a licence to use them for your own development, and for your own organisation's internal purposes where your employer engaged us. The licence is not exclusive and you may not transfer it.

You may not republish our materials, share them outside your organisation, or use them to train an AI model, without our written permission first.

8. Confidentiality

We keep what you tell us confidential.

This matters most in coaching. What you say in a session stays in the session. Where your employer is paying, they do not receive your session content, your notes, or your individual assessment results. For group work, an employer receives themes across the group and nothing that can be traced back to one person.

There are three exceptions. We disclose where the law requires it. We disclose the limited details the International Coaching Federation needs to verify a coaching credential, which is your name, your contact details and the dates we worked together. And we may disclose where there is a serious and immediate risk to someone's safety.

Coaching is confidential. It is not legally privileged in the way a conversation with a lawyer is. We mention this so that you know where you stand.

9. Your data

We explain what we collect and what we do with it in our Privacy Policy, in the legal section of our website.

We deliberately do not repeat those details here. Two documents describing the same thing drift apart over time, and an earlier version of these terms did exactly that. The Privacy Policy is the single source. Where these terms and the Privacy Policy appear to conflict on a data question, the Privacy Policy applies.

In outline: we are the controller, we process data under the Swiss Federal Act on Data Protection and, for clients and visitors in the EU, the EU General Data Protection Regulation. You have the right to see your data, correct it, delete it and object to some uses of it. Write to hello@thechangerepublic.com.

10. The AI tools

Both AI tools are automated. You are not talking to Tünde, and no human is listening while you use them.

CoachTünde.ai, our chatbot, runs on Chatbase. What you type is sent to a large language model in order to generate a reply. Starting a conversation means you agree to that.

The AI twin, our voice assistant, runs on ElevenLabs. It records your voice and produces a written transcript. It tells you this before the conversation starts. Starting a conversation means you agree to that. If you offer your name, email address or employer, it records those too, and you are free not to give them.

Neither tool is a substitute for professional advice, and neither is suitable for a mental health emergency. If you are in crisis, contact your local emergency service or, in Switzerland, Die Dargebotene Hand on 143.

Both tools can be wrong. Language models produce plausible text, and plausible text is sometimes false. Check anything you plan to act on.

Do not put confidential information, anyone else's personal data, or health information into either tool.

We do not let anyone train their AI models on your data. The companies behind these tools, meaning OpenAI for ChatGPT, Anthropic for Claude, and Chatbase, ElevenLabs, Replit and Tactiq, do not use what you give us to train or improve their own models. Where a tool offers a setting that controls this, we have turned model training off. Where it does not, we use it under terms that exclude customer content from training. We do use conversations with our own chatbot to improve our own chatbot, which stays with us.

You can use everything else we offer without using either tool.

11. What coaching is and is not

Coaching is not therapy, counselling, medical advice, legal advice or financial advice.

We do not promise a particular outcome, a promotion, a job offer or a business result. Coaching depends on what you do between sessions as much as on what happens in them. You remain responsible for your own decisions.

12. Our liability

We are liable for damage we cause intentionally or through gross negligence, and for injury to life, body or health. Nothing in these terms limits that, and nothing in them limits any liability that Swiss law does not allow us to limit.

Otherwise, our total liability for any claim is capped at the fees you actually paid us for the service the claim relates to, and we are not liable for indirect or consequential loss such as lost profit or lost opportunity.

13. Changes to these terms

We may update these terms. The current version is always in the legal section of our website, and the date at the top tells you when it last changed.

A change does not affect a contract already running. For engagements already under way, the version in force when you accepted the proposal applies until that engagement ends.

14. Governing law and jurisdiction

Swiss law governs these terms. The courts of Zürich, Switzerland have exclusive jurisdiction.

If you are a consumer resident in the EU, this does not remove your right to rely on the mandatory consumer protection rules of the country you live in, or to bring a claim in your local courts where the law gives you that right.

15. Language

We publish these terms in English and German. If the two versions differ, the English version applies.

16. Contact

General enquiries: the contact form at www.thechangerepublic.com.

Data protection: hello@thechangerepublic.com.

Registered office: The Change Republic GmbH, Rötibodenstrasse 34, 8820 Wädenswil, Switzerland.

17. If part of these terms does not hold

If a court finds any clause invalid, the rest stays in force, and the invalid clause is replaced by the valid one closest to what it was meant to achieve.

18. The whole agreement

These terms, together with the written proposal, are the whole agreement between us. They replace anything discussed beforehand.