

General Terms and Conditions (GTC) of the Inside Culture Academy (ICA)

Effective date: 01 June 2025

1. Scope and application

These General Terms and Conditions (GTC) apply to all contracts, services, and products provided by Inside Culture Academy (ICA) to both consumers and businesses, nationally and internationally.

1.1 If the services qualify as distance learning under the German Distance Learning Protection Act (FernUSG), the provisions of this law additionally apply.

1.2 For transactions via our online shop, the specific shop terms and conditions apply. These govern orders, payment terms, and shipping policies and are linked on our website.

1.3 Deviating or conflicting terms of the customer are not recognized unless expressly confirmed in writing by ICA.

1.4 By using our website or purchasing products/services, you agree to these GTC.

2. Services and products

2.1 ICA offers intercultural training, online mentoring, community access, coaching, webinars, courses, and products via the online shop.

2.2 Webinars and coaching sessions are optional services provided at the discretion of the respective trainers regarding content, availability, and execution.

2.3 Descriptions of products and services are available online and in individual offers.

2.4 Digital products can only be returned or exchanged in accordance with the applicable return policy.

2.5 ICA may make changes to products or services, provided that essential contractual obligations are not affected.

3. Registration and customer account

3.1 Registration on the ICA platform is required for certain services.

3.2 Users must be of legal age or act with the consent of a parent or guardian.

3.3 Customers are responsible for the security of their account information.

3.4 ICA may suspend accounts that violate these GTC or applicable laws.

4. Contract formation

4.1 A contract is formed when the customer accepts an offer via our platform or Digistore24.

4.2 When booking via Digistore24, the contract is concluded with Digistore24 GmbH as the technical payment processor. ICA remains responsible for content and service.

4.3 For distance learning under FernUSG: The contract runs for 12 months and ends automatically. Termination is possible for the first time at the end of the first six months with six weeks' notice, thereafter with three months' notice.

5. Prices and payment terms

5.1 All prices are in euros. For purchases made via Digistore24, payment is processed by Digistore24 GmbH, which acts as the reseller and issues invoices in its own name. Therefore, prices include the applicable value-added tax (VAT), even though Inside Culture Academy itself qualifies as a small business under § 19 of the German VAT Act and does not charge VAT independently.

5.2 Payments are made in advance via Digistore24, PayPal, or other providers listed on the website.

5.3 Payment delays may result in suspended access.

5.4 Payment processing is handled by Digistore24 GmbH, which is independently responsible for data protection (www.digistore24.com/dataschutz).

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6. Right of withdrawal

6.1 Consumers have a 14-day right of withdrawal.

6.2 For digital content, the right of withdrawal expires if the customer consents to early access before the withdrawal period ends.

6.3 For booked services occurring during the withdrawal period, the right of withdrawal expires if the customer consents to early execution.

6.4 Services already provided before withdrawal will be charged proportionally (value compensation).

7. Refunds and cancellations

7.1 Cancellations must be submitted in writing.

7.2 Refunds for digital products are only granted in the event of verifiable technical issues.

7.3 If a webinar or coaching session is canceled, a replacement or refund will be offered.

7.4 Participants must cancel at least 24 hours before the event. Otherwise, no replacement or refund is granted.

8. Platform usage

8.1 Users agree to lawful and appropriate use.

8.2 Content may not be shared with third parties without permission.

8.3 The platform is technically operated via Memberspot.

9. Intellectual property

9.1 All content and materials are the property of ICA.

9.2 Use is only permitted within the agreed license scope.

9.3 Sharing, duplication, or editing requires written consent.

10. Data protection

10.1 ICA complies with the GDPR.

10.2 Digistore24 processes data under its own responsibility.

10.3 The platform (Memberspot) stores course data, community content, and certificates in compliance with the GDPR. See privacy policy for details.

11. Liability

11.1 ICA is not liable for force majeure.

11.2 Liability for slight negligence is excluded, except for essential contractual obligations.

11.3 No obligation applies to optional services such as webinars and coaching.

12. Changes to the GTC

12.1 Changes will be announced 14 days before they take effect.

12.2 You may object within this period. Afterward, the changes are deemed accepted.

13. Jurisdiction and law

13.1 German law applies. The place of jurisdiction is Bremen, Germany.

14. Contact

Inside Culture Academy e.K., Owner Sebastian Wittig

Huchtinger Heerstraße 121, 28259 Bremen, Germany

Phone: +49 421 27717553, Email: info@inside-culture-academy.de