

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

Effective date: 01.10.2025

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 concluded by accepting an offer via our platform (online shop).

4.2 Payment is processed via the WooCommerce shop system and the payment service provider Stripe Payments Europe, Ltd. ICA remains responsible for the content of the 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 and include applicable VAT.

5.2 Payments are made by credit card (Visa, MasterCard, American Express, Discover), Google Pay, or Apple Pay via the payment service provider Stripe. Other payment methods may be listed on our website.

5.3 Late payment may result in access being blocked.

5.4 Payments are processed by Stripe Payments Europe, Ltd., which acts as the independent controller within the meaning of the GDPR. Further information on Stripe's data protection policy can be found at: <https://stripe.com/de/privacy>

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

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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

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