

TERMS AND CONDITIONS OF SERVICES

These terms and conditions of services govern the booking and provision of remote consultancy services offered through the website www.minniticonsulting.com by Ms Stefania Minniti (VAT no. 03197360807) - Minniti Consulting, with registered office in Melito di Porto Salvo (RC), via Pitagora 2.

Please read these terms and conditions carefully before selecting the most suitable consultancy service for your needs and submitting your booking request: **submitting a booking request implies full knowledge and acceptance of these terms**, as confirmed by ticking the relevant box.

The services offered through this site vary; full details of individual services can be found [here](#):

Strategic Consulting	Mentorship & Wellbeing
- Strategic Consulting Session - Online Team Building & Agile Workshop - Online Co-design Lab	- Talents and Skills Mapping with Astro - 1:1 Mentorship Session - Cacao Lecture & Ceremony - Map Your Path - Discover Your Essence - Gentle Leadership

1. SERVICES GOVERNED BY THESE TERMS AND CONDITIONS	1
2. BOOKING PROCESS AND CONTRACT FORMATION	1
3. PAYMENT	2
4. RESCHEDULING, ABSENCE OR LATENESS	2
5. CLIENT OBLIGATIONS	3
6. CANCELLATION AND RIGHT OF WITHDRAWAL	3
7. TERMINATION BY THE CONSULTANT	3
8. LIABILITY	4
9. INTELLECTUAL PROPERTY AND CONFIDENTIALITY	4
10. USE OF ARTIFICIAL INTELLIGENCE	5
11. GOVERNING LAW AND JURISDICTION	5
12. AMENDMENTS TO TERMS AND CONDITIONS	5

1. SERVICES GOVERNED BY THESE TERMS AND CONDITIONS

1.1 These terms and conditions govern **single-session consultancy services**:

- Strategic Consulting Session - Talents and Skills Mapping with Astro - 1:1 Mentorship Session - Cacao Lecture & Ceremony

All **other services** (Workshops & Labs, Mentorship programmes) are governed by a specific agreement which will be sent to you and signed before commencing our collaboration.

1.2 All services are strictly reserved for adults aged **18 and over** and are available in **Italian, English, and Spanish**, according to the preference indicated at the time of booking. Sessions are conducted **online** (typically via Google Meet), unless otherwise agreed.

Services are not available to clients residing in countries where their provision is subject to legal restrictions or prohibitions.

2. BOOKING PROCESS AND CONTRACT FORMATION

2.1 Booking and acceptance of terms

Through the website, you may select the most suitable service for your needs and choose an available date and time slot for the session via Wix Bookings integrated directly into the website.

You will receive an email confirming or declining your booking. A booking request may be declined if the selected service is deemed unsuitable for your requirements or if the request does not align with the principles and purposes of the consultancy services offered.

Payment instructions will be provided alongside your booking confirmation email.

2.2 Formation of the contract

For consultancies governed by these terms and conditions (see Section 1.1), the **contract becomes legally binding between the parties** once all of the following conditions are met:

1. completion and submission of the online booking form;
2. receipt of the booking confirmation email from the consultant;
3. full payment of the due amount within the timeframe and methods specified in the email.

Submitting a booking request implies full knowledge and acceptance of these terms and conditions, as confirmed by ticking the designated checkbox on the form.

If you are interested in **other services** (Workshops & Labs, Mentorship programmes), booking via the site constitutes an expression of interest. This will lead to the drafting of a formal contract to be signed by both parties, detailing our contractual arrangement.

2.3 Submitted details

It is strictly prohibited to enter false or fictitious details in the service request forms. All personal and contact details provided must be genuine personal data and not those of third parties or fictitious entities.

3. PAYMENT

3.1 Payment terms and methods

Payment must be made via **bank transfer** to the bank details provided in the booking confirmation email. Please send the bank transfer receipt via email.

For single-session consultancies, payment must be completed **within 24 hours** of receiving the email containing payment instructions.

For all other services (Workshops & Labs, Mentorship programmes), payment terms will be governed by a separate contract.

3.2 Late or non-payment

If payment is not received within the specified timeframe, the booking will be automatically cancelled and the time slot released. If you remain interested in the service, you may submit a new booking request.

3.3 Tax invoice and fees

The fee indicated for the services must be paid in **Euros (€)** and includes all applicable taxes. The business operates under the Italian flat-rate tax scheme (regime forfettario - Art. 1, paragraphs 54-89, Law 190/2014); therefore, services are exempt from VAT and not subject to withholding tax. If paying from abroad, any bank charges and currency exchange fees are to be borne entirely by the client. Payment is considered received only when the full amount in Euros is credited to the bank account.

Following payment, an **invoice** will be issued within 10 days of receipt of funds.

4. RESCHEDULING, ABSENCE OR LATENESS

4.1 Rescheduling by the client or non-attendance

You may request to **reschedule** the session by sending an email to minniticonsulting@gmail.com **at least 72 hours before** the scheduled appointment. Rescheduling is permitted **once only**.

If you fail to attend the session without having requested a reschedule within the required timeframe, payments already made will not be refunded and will be retained as a cancellation fee, as each session requires preparation of materials and meeting structure.

4.2 Lateness by the client

A grace period of 15 minutes from the scheduled start time is allowed. Beyond this limit, the session will be deemed to have taken place and will neither be rescheduled nor refunded.

4.3 Technical issues

If technical issues beyond the parties' reasonable control (e.g., connection failures, platform disruptions) prevent the online session from taking place, a new date will be agreed upon at no additional cost.

4.4 Rescheduling by the consultant

Should I need to reschedule the appointment, I will notify you as soon as possible to arrange a new date. If you are a consumer: if we are unable to agree on a new date within 60 days of the original appointment, you will be entitled to a full refund of any fees paid.

5. CLIENT OBLIGATIONS

5.1 For all services, to ensure the successful delivery of the service, you are required to:

- provide comprehensive information at the time of booking, during the preparation phase, and throughout the consultation;
- share requested documents, information, and materials within the deadlines specified in the service details or mutually agreed timeframes.

5.2 For the "**Talents and Skills Mapping with Astro**" service, you must also provide accurate birth data to allow proper preparation of the session (e.g. natal chart). If you discover that the submitted data is incorrect, you may notify me as follows:

- at least 7 days before the session, allowing me to prepare using the corrected data at no extra charge;
- less than 7 days before the session, the session will proceed based on the originally provided data; if you wish to re-evaluate based on new data, a new booking and payment will be required.

6. CANCELLATION AND RIGHT OF WITHDRAWAL

Rules regarding withdrawal vary depending on client status: whether purchasing as a consumer (an individual acquiring services for purposes outside their trade or profession) or as a business/professional entity.

6.1 Consumer right of withdrawal (Legislative Decree 206/2005 – Italian Consumer Code)

If you are a consumer, you have the right to withdraw from the contract **within 14 days** of its conclusion (see Section 2.2) without giving any reason.

To exercise your right of withdrawal, please send an email to minniticonsulting@gmail.com within the 14 days.

If, at the time of booking, you **schedule the consultation date within 14 days** of contract conclusion, you explicitly request that performance of the service begins during the withdrawal period. In doing so, you acknowledge and agree that preparatory work (agenda, materials, analysis) will commence immediately following booking. Should you decide to withdraw in this scenario, the following terms apply:

- a) **if the session has not yet taken place**: you will receive a 30% refund of the amount paid, with 70% retained as compensation for preparatory work already undertaken;
- b) **if the session has already taken place**: the service has been fully performed, the right of withdrawal is forfeited, and no refund will be issued.

If you withdraw **after 14 days**, the withdrawal period has expired; no refund will be provided, and the **amount paid will be retained** as remuneration for preparatory work carried out for the session.

6.2 Withdrawal by business, corporate, and professional clients

If you are contracting within the scope of your commercial or professional activity, statutory consumer withdrawal rights **do not apply**. Should you decide not to proceed with the consultancy after payment, you may inform me at minniticonsulting@gmail.com; the amount paid will be retained as compensation for preparatory work performed and slot reservation.

7. TERMINATION BY THE CONSULTANT

I reserve the right to terminate the contract prematurely, by written email notification, under two circumstances:

a) Termination for client breach

I may terminate the contract if:

- you fail to provide essential information or materials required to prepare or deliver the consultation promptly, or provide false, inaccurate, or misleading information;
- you breach confidentiality obligations or misuse supplied materials;
- you engage in conduct incompatible with the proper execution of the consultancy or detrimental to mutual trust (e.g. actions contrary to human rights, environmental respect, transparency, reliability, or professional ethics).

Where a breach is remediable, I may first **suspend** the service and request rectification within a reasonable timeframe stated in the email. If the issue is not rectified within that period, I may declare the contract **terminated**. Termination takes effect upon receipt of the email notice.

In the event of termination due to client breach, the full amount paid will be retained (or remains fully payable if not yet settled), as work was pre-scheduled, preparation undertaken, and time reserved.

b) Withdrawal by the consultant for just cause

I may also withdraw from the contract via email notice if unforeseen personal, organizational, or external circumstances arise that make proper delivery of the consultancy impossible or severely compromised.

Withdrawal takes effect upon receipt of the email. In this event, payment remains due only for work already completed up to that point, and any unearned portion of prepaid fees will be refunded.

8. LIABILITY

8.1 Nature of consultancy services

My services are advisory in nature, covering strategic planning, co-design, advisory support, and professional mentorship.

Strategic recommendations, materials, tools, and generated content are formulated based on the information provided by the client and my professional expertise.

Results depend significantly on implementation by you or your team. My role is to initiate and facilitate strategic planning processes or guide you through Mentorship pathways.

8.2 Limitation of liability

I accept no liability for:

- outcomes resulting from the implementation of strategies or action plans;
- decisions made independently based on recommendations provided;
- consequences arising from incomplete or inaccurate information supplied by the client.

Services do not in any way constitute medical, psychological, psychotherapeutic, therapeutic, or legal advice.

8.3 Specific disclaimers regarding Cacao Lecture & Ceremony – consumption of ceremonial cacao

For this specific service, additional disclaimers apply. Please review them carefully prior to booking and participating in the session.

This service involves consuming ceremonial cacao (bean-to-bar cacao paste/butter dissolved in hot water or plant-based milk with spices):

If you have underlying cardiovascular conditions, allergies, are pregnant, or are taking medication, please consult your doctor before participating in the ceremony and consuming ceremonial cacao.

Participation is entirely at your own risk.

9. INTELLECTUAL PROPERTY AND CONFIDENTIALITY

9.1 Intellectual property

All methodologies, tools, materials, templates, and content created or shared during consultations are original works of Stefania Minniti - Minniti Consulting and remain sole intellectual property.

You may use these materials exclusively for agreed internal purposes. Any reproduction, distribution, publication, or sharing with third parties without prior written consent is strictly prohibited.

In cases where third-party distribution is pre-approved by contract, explicit attribution to Minniti Consulting as creator is mandatory.

9.2 Mutual confidentiality

Both parties undertake to keep confidential all proprietary or sensitive information disclosed during the engagement. This duty of confidentiality survives termination of services.

9.3 Session recordings

If included in the specific service, session audio will be recorded and sent to you afterwards. The recording will be permanently deleted once you confirm receipt.

Any other recording requires mutual written consent before the session. Recordings may not be published or used for marketing purposes without prior authorization.

10. USE OF ARTIFICIAL INTELLIGENCE

In performing services, artificial intelligence systems may be utilized solely for technical and administrative support (e.g. content summarization, language proofreading, drafting templates). All core intellectual, methodological, creative, evaluative, and decision-making activities remain predominantly personal work performed directly by me.

11. GOVERNING LAW AND JURISDICTION

These terms and conditions are governed by Italian law. For consumer clients, mandatory provisions of the Italian Consumer Code (Legislative Decree 206/2005) apply.

If you reside in an EU member state other than Italy, the choice of Italian law does not deprive you of protection afforded by mandatory provisions of your country of residence.

For clients residing outside the European Union, services are provided subject to Italian law. It is your responsibility to ensure that receipt of these services complies with local regulations. No guarantee of compliance with non-Italian laws is given.

In the event of disputes, exclusive jurisdiction rests with the Courts of Milan, subject to mandatory statutory venue rules applicable to consumers.

12. AMENDMENTS TO TERMS AND CONDITIONS

These terms and conditions may be updated or amended at any time (e.g. for legal, organizational, or technical reasons). Updated versions will be published on the website indicating the date of latest revision.

[last updated: 14 September 2026]

EXPRESS APPROVAL OF SPECIFIC CLAUSES

I declare that I have read and specifically approve, pursuant to Articles 1341 and 1342 of the Italian Civil Code, the following provisions: Section 3.2 (automatic cancellation for non-payment); Section 4.1 (cancellation fee for absence or late rescheduling); Section 4.2 (non-refundable and non-reschedulable session for lateness exceeding 15 minutes); Section 6 (right of withdrawal); Section 7 (termination for client breach and consultant withdrawal for just cause); Sections 8.2 - 8.3 (limitations of liability); Section 9.1 (prohibition of reproduction and sharing of materials); Section 11 (governing law and exclusive venue); Section 12 (unilateral amendments to terms).

For online bookings, this specific approval is completed via a dedicated separate checkbox, distinct from the general acceptance of terms and conditions required at booking.