

Individual counselling terms

Effective from 22 October 2026.

1. Provider and scope of counselling

The Provider is Inga Romanenko. Inga Life is the website and brand name. Location: 79400 Kandern, Deutschland. VAT ID (USt-IdNr.): DE451165700. Contract enquiries: info@inga.life.

These terms apply to individual counselling purchased for personal purposes through inga.life. Counselling helps you explore feelings, relationships, life circumstances and your own decisions. It is based on a Christian worldview, biblical principles and Christian spiritual practices combined with psychological counselling approaches. Practices are agreed with you; participation is voluntary. You choose what to share and may decline any question, topic or exercise.

The services are not medical diagnosis, medical treatment, licensed therapeutic psychotherapy or emergency care. The Provider does not diagnose medical conditions or prescribe medication. Where needed, consult an appropriately authorised professional; in an immediate threat to life or health, contact local emergency services.

The Provider undertakes to work conscientiously, attentively, with appropriate professional care and within the limits of competence. Outcomes and the time needed for change vary. You make your own life decisions. An unmet expectation alone does not establish improper performance; your statutory rights in the event of a breach remain unaffected.

2. Services and prices

Introductory meeting: 15 minutes, free, with no obligation to buy. Individual consultation: 75 minutes, €135 excluding VAT / €160.65 including 19% VAT. Package of four 75-minute consultations: €420 / €499.80. Package of twelve 75-minute consultations: €1,080 / €1,285.20 respectively. Personal SOZO session: 60 minutes, €85 excluding VAT / €101.15 including 19% VAT.

VAT is added where applicable. The final total price is shown before payment. An individually agreed price takes precedence. Later price changes do not affect a paid order. If a different price, such as an earlier rate, was shown and paid at booking, that price applies to the order; calculations under sections 4 and 5 are based on the amount actually paid. Packages do not renew automatically and there are no automatic recurring charges.

3. Booking and attending consultations

A paid contract is concluded after you accept the terms and payment succeeds. Free meetings are confirmed separately. Payment is made through Stripe or another offered method; a package is paid in full at purchase.

When purchasing a package, you book the first consultation through Cal.com at the same time; all subsequent meetings are arranged individually. Packages do not expire automatically. Messaging between meetings and ongoing availability are not included unless separately agreed.

After ordering and before services begin, you receive an email confirmation and the accepted version of these terms, including withdrawal information, in the email or an attachment. Booking confirmation includes the date, time, time zone, duration and Zoom or other agreed meeting link. The link may arrive separately before the meeting. Russian-speaking clients receive the Russian version of the terms and confirmations; English-speaking clients receive the English version.

Each party provides a suitable connection and a private place to talk. If you arrive late, the meeting normally ends at the agreed time; an extension may be agreed separately. Significant technical problems are resolved by agreeing to continue or reschedule.

4. Rescheduling, cancelling a booking and non-attendance

You may reschedule a booked consultation to another available date and time free of charge by notifying the Provider at least 24 hours before it starts. You may use the booking-management link in the Cal.com email if the relevant function is available, or email info@inga.life. Timely rescheduling preserves the consultation in your package. Requests made less than 24 hours before the meeting are subject to individual agreement.

Cancellation of a booking less than 24 hours before it starts, or non-attendance without prior notice, does not result in an automatic refund; this does not exclude any refund due by law. If the Provider was ready and able to supply the service at the agreed time, entitlement to remuneration may remain where the statutory conditions for the client's default in accepting the service are met (sections 293–297 and 615 BGB). Missing a meeting does not by itself establish an obligation to pay for it in full.

The calculation takes account of saved expenses, earnings from using the released time for other work and earnings the Provider deliberately failed to obtain in bad faith. The Provider substantiates the basis and amount retained; you may challenge the calculation, including that no amount or a smaller amount is due. Any payment not owed to the Provider is refunded. For a package, the starting amount is the price actually paid per included meeting under section 5; the same meeting is not charged twice.

In exceptional cases, the Provider may voluntarily agree to reschedule without an additional charge. A meeting that did not take place is not treated as actually delivered. If a meeting cannot take place for reasons on the Provider's side, a free alternative date or a refund for the undelivered service is offered.

Rescheduling changes a meeting's date and time; cancelling a booking removes that particular meeting. Ending counselling is governed by section 5; statutory withdrawal from a distance contract (Widerruf) is addressed separately below. The 24-hour rule does not restrict these rights or rights arising from a breach by the Provider. A notice is assessed by its content: if a cancellation expresses termination of the contract or statutory withdrawal, the relevant rules apply instead of any automatic retention under this section.

5. Ending counselling and refunds

You may end counselling by notifying the Provider. Cancelling one booking does not by itself end a whole package; state clearly if you wish to end the work. A notice is assessed by its content, regardless of the channel used.

On ordinary lawful termination of a package without a breach by the Provider, delivered consultations are charged at the paid package rate: the total paid price, including applicable VAT, divided by the number of included consultations. Delivered meetings are not repriced at the higher individual rate. Unused payment is refunded subject to other sums lawfully due. A breach of contract may lead to a different statutory calculation. At the prices in section 2 including 19% VAT, each meeting costs €124.95 in the four-meeting package and €107.10 in the twelve-meeting package. Amounts lawfully due for late cancellation or non-attendance under section 4 are accounted for separately from delivered meetings and only once.

The undisputed amount is refunded within 14 calendar days after notice, or sooner where legally required, normally by the original payment method. A calculation and meeting summary are available on request. A dispute over one portion does not delay the undisputed refund. Statutory 14-day withdrawal is addressed below.

6. Confidentiality and records

The Provider does not make audio or video recordings of consultations. Any change requires a separate prior agreement and the necessary consents. The Provider keeps professional notes; only the Provider has access to their substance. Technical maintenance does not authorise an administrator to read or use the notes.

Notes are normally kept for up to one year after the last consultation; an individually justified extension is limited to one further year. Mandatory retention and preservation of necessary evidence on an independent lawful basis are assessed separately. Minimal organisational records, rather than the substance of notes, are used to evidence service delivery. Client confirmation of attendance is voluntary.

Sensitive data are processed on an applicable legal basis with separate explicit consent where required. Consent may be withdrawn via privacy@inga.life without affecting the lawfulness of earlier processing. If counselling cannot continue, unused payment is settled under section 5. Consent for counselling does not cover using notes for teaching, publication or advertising. See the Privacy Policy.

7. Enquiries and applicable law

Questions and complaints: info@inga.life. Contacting the Provider first is not a condition for approaching a court or competent authority. Liability for the Provider's own breaches remains unaffected, including intent, gross negligence and culpably caused injury to life or health.

German law applies without depriving consumers of applicable mandatory protection in their country of habitual residence. Jurisdiction is determined by law. Individually agreed terms take precedence where legally permitted. Each order is governed by the language and version supplied and accepted for it; later changes do not alter that contract automatically.

Information on the right to withdraw from a distance contract

Right and period. If you purchase a paid consultation or package for personal purposes as a consumer, you may withdraw from the distance contract without giving any reason within 14 days of its conclusion. The period does not begin before you receive the legally required withdrawal information.

How to withdraw. Inform the Provider of your decision by an unequivocal statement: Inga Romanenko, 79400 Kandern, Deutschland; email: info@inga.life. For example: "I withdraw from the contract for [service] paid for on [date]. My name is [name]." You may use the form below, but it is not obligatory. The Provider's permission is not required. Sending your notice before the period expires is sufficient.

Electronic withdrawal function. You can also submit a withdrawal declaration using the electronic form in English or Russian: inga.life/en/withdrawal / inga.life/withdrawal. Before submission, the form asks for a final confirmation; after receipt, an acknowledgement containing the declaration and the date and time of receipt is sent without delay to the email address provided. Withdrawal by email as described above remains available.

Reimbursement. The Provider reimburses payments received under the contract without undue delay, no later than 14 days after receiving your notice, using the original payment method unless you expressly agree otherwise. No reimbursement fee, Stripe fee or administrative deduction is charged. Payment for any services already supplied is governed by the next paragraph.

Starting within the first 14 days. At your separate express request, the first paid consultation and further services may begin before the statutory withdrawal period (Widerruf) expires. Choosing a date, paying or accepting the general terms does not replace that request. If you subsequently withdraw within the applicable period, you pay only for services actually supplied up to notification of withdrawal, and only if you expressly requested an early start and received the legally required information about withdrawal and that payment in advance. If those requirements are not met, that payment is not due.

The amount is proportionate to the services supplied, based on the agreed total price. For a package, the paid package rate including applicable VAT is used, without repricing delivered meetings at the higher individual rate.

Early expiry of the right. Starting counselling alone does not end the withdrawal right. It expires upon full performance of all services under the contract only if, before work starts, you expressly consented to early performance and acknowledged that full performance by the Provider would end your withdrawal right. For a package, full performance means delivery of all included consultations.

Model withdrawal form

Complete this form only if you wish to withdraw. You may instead send any unequivocal statement.

To: Inga Romanenko, 79400 Kandern, Deutschland; info@inga.life.

I/We (*) hereby give notice that I/we (*) withdraw from my/our (*) contract for the supply of the following service: _____

Ordered on: _____ Name of consumer(s): _____

Address of consumer(s): _____

Date: _____ Signature of consumer(s) (only if on paper): _____

(*) Delete as appropriate. You may optionally include an order reference; it is not required to withdraw.