



Terms of Engagement – Strategic Performance Consulting

1. General: These terms govern the strategic performance consulting services provided by **Gil Friman** (the "Consultant") to professional clients and executives (the "Client"). The services focus on enhancing mental resilience, performance optimization, and decision-making under pressure.

2. Delivery of Services: All consulting sessions are conducted **online** via secure video conferencing platforms. The Consultant will provide the Client with a secure access link prior to each scheduled session.

3. Fees and Payment:

- **Currency:** All fees are calculated and billed in **Euros (EUR)**.
- **Payment Method:** Payments are processed via **credit card** (Visa / Mastercard).
- **Billing:** Payment is captured **after** the consulting session has taken place.
- **Non-Refundable Policy:** Since payment is processed only after the service has been rendered, **no refunds** will be issued for completed sessions.

4. Cancellation and Rescheduling Policy:

- **Standard Cancellation:** Clients may cancel or reschedule a session at no cost, provided that notice is given at least **24 hours** in advance.
- **Late Cancellation:** Cancellations made less than 24 hours before the scheduled session, or "no-shows," will be **charged the full session fee**.
- **Exceptions:** Charges for late cancellations may be waived at the Consultant's discretion in cases of documented emergencies (e.g., medical hospitalization or unforeseen accidents).

5. Confidentiality: All information shared during consulting sessions is strictly confidential. The Consultant will not disclose any client information to third parties except in the following circumstances:

- The Client provides explicit written consent to waive confidentiality.
- There is a clear and immediate risk of harm to the Client or others.
- The Consultant is compelled to do so by a valid court order or legal mandate.

6. Governing Law and Jurisdiction: Any dispute arising out of or in connection with these terms shall be subject to the laws and the jurisdiction of the competent courts in either **Israel** or **Mauritius**, as applicable to the nature of the engagement.