

# Good Health Society Terms & Conditions

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## 1. GENERAL TERMS

a. Baltia Ventures s.r.o.

Company Identification Number (CIN): 19770499

Registered Office: Šafaříkova 167/6, 120 00 Praha 2-Vinohrady

Registration Details: Registered with the Commercial Register maintained by the Municipal Court in Prague, Section C, Insert 375334  
(hereinafter referred to as the "Organizer")

The Organizer offers the following services to individual users (hereinafter referred to as the "Client"):

The "Service" provided by the Organizer, available through the website <https://www.goodhealthsociety.com> (hereinafter referred to as the "Website"), primarily offers on-demand audiovisual media, courses, programs, and guides. These core services are designed to deliver comprehensive and structured learning experiences in health and lifestyle. As part of the Service, the Client has the opportunity to schedule personal consultations, phone and online consultations via videoconference, which tailor the education to individual needs and goals. Additional support is available through email and access to various informational documents, all aimed at enhancing the Client's engagement and success with the main educational content. The Client agrees to pay a fee for all services.

b. These Terms and Conditions, alongside the Processing of Personal Data, detailed at: <https://www.goodhealthsociety.com/terms-and-conditions> and <https://www.goodhealthsociety.com/privacy-policy>, outline and define the rights and obligations of the Organizer and the individual Clients, and collectively form the agreement for the provision of services (hereinafter referred to as the "Contract").

The Contract may be entered into by individuals over the age of 18. Persons under the age of 18 may enter into the Contract only through their legal representatives. The Organizer reserves the right to refuse to enter into a Contract with any Client or to terminate an existing Contract with immediate effect if the Client violates these Terms and Conditions.

c. The provisions of the Terms and Conditions form an integral part of the contract concluded between the Client and the Organizer and are displayed on the Organizer's website: <https://www.goodhealthsociety.com>.

d. If the contracting party is a consumer (a person other than an entrepreneur or person acting on behalf of a business), the relations not regulated by the terms and conditions are also governed by Act No. 89/2012 Coll., the Civil Code and Act No. 634/1992 Coll., on Consumer Protection.

## 2. PROCESSING OF PERSONAL DATA

- a. The Client acknowledges that the Organizer, in its capacity as data controller, processes the Client's personal data in the course of providing services. The Organizer fulfills its informational obligations towards the Client in accordance with Article 13 of Regulation (EC) 2016/679 of the European Parliament and of the Council, also known as the General Data Protection Regulation (GDPR). This regulation concerns the protection of natural persons with regard to the processing of personal data and the free movement of such data, and it repeals Directive 95/46/EC. The processing activities include the use of personal data for the execution of the Contract, during Contract negotiations, and in compliance with the Organizer's public law obligations.
- b. The transmission of data over the internet cannot be assured as entirely secure. Although the Organizer endeavours to safeguard such information, no guarantee can be made regarding the security of data provided by the Client and transmitted to the Organizer. Consequently, any data transmitted to the Organizer is done so at the Client's own risk.
- c. The Organizer is committed to the protection of Client privacy and adheres to its Privacy Policy, which is accessible at <https://www.goodhealthsociety.com/privacy-policy>. The Organizer will collect, use, store, record, and transmit the Personal Information provided by the Client on the Service in accordance with the Privacy Policy. For more detailed information, Clients are advised to consult the Privacy Policy.
- d. The provision of personal Information by Clients and their continued use of the Service constitutes their consent for the Organizer to manage their personal information as outlined in our Privacy Policy.
- e. Any links to or from third-party websites are made at the Client's own risk. Links to third-party websites are not endorsed by the Organizer.
- f. The Organizer reserves the right to amend the Privacy Policy periodically. Clients are encouraged to visit the Service regularly and review the current Privacy Policy to stay informed of our privacy practices.

## 3. ORDER AND CONCLUSION OF THE CONTRACT

- a. The designation of the Service, a description of its main features and the price are specified on the Website. The price is also always indicated on the order form. The offer remains valid for as long as it is displayed on the Website.
- b. The order form always contains information or a link to information about the ordered Service, the duration of the service, the price of the Service and the method of payment for the Service. Expenses incurred by the Client when using remote means of

communication in connection with the conclusion of the Contract (including, but not limited to, internet connection costs and telephone call costs) shall be covered by the Client.

c. The contractual relationship between the Organizer and the Client is established when the Client sends a binding order via the order form on the Website, which is subsequently confirmed by the Organizer to the Client's e-mail address provided by the Client. From this moment, i.e. when the binding order is sent, the mutual rights and obligations between the Client and the Organizer are defined by the Contract. By submitting an order, the Client confirms that he/she has read these terms and conditions and the Contract as a whole and that he/she agrees to them. A condition for a valid electronic order is the Client's completion of the order form on the Website; an order form which is only partially filled-in, or which lacks requested information, may be deemed incomplete and rejected by the Organizer. The Organizer shall have sole discretion to determine the completeness of the order form and the order shall not be filled and the Contract shall not become binding until the Organizer deems the order form complete. The Organizer shall send a confirmation email to the Client confirming that the order form has been accepted and the Contract is complete.

d. The Contract is an electronic contract and will be deposited with the Organizer. The Client agrees to the use of remote means of communication for the conclusion of the Contract.

#### 4. REGISTRATION

a. The Client is invited to register with the Service and must submit certain information to complete the registration process ("Registration/Intake Information"). This information may include but is not limited to, the Client's name, contact details, and credit card information.

b. The Client shall maintain the confidentiality of their Registration Information and is solely liable for any loss or damage that the Client or the Organizer may incur due to any failure in maintaining such confidentiality.

c. Upon completion of the registration process, the Client will create a login and a password. Each registration is uniquely assigned to a single user and is not transferable to multiple users. The Client is obligated to maintain the confidentiality and security of their login and password, and is accountable for all activities conducted under their account.

d. The Client must ensure that all Registration Information provided on the Service is accurate, complete, and not misleading. The Client is also responsible for updating and maintaining the accuracy of the Registration Information as necessary.

e. The Organizer reserves the right, at its sole discretion, to suspend, terminate, or restrict the Client's account and/or access to the Service. Should the Organizer suspend, terminate, or prevent the Client's registration, the Client is prohibited from attempting to re-register without the prior written consent of the Organizer.

f. The Client may terminate their registration at any time through the options on the website or by sending an email to: [info@goodhealthsociety.com](mailto:info@goodhealthsociety.com)

## 5. PRICE AND THE METHODS OF PAYMENT

a. The Client undertakes to pay the Organizer a fee for the Service. The amount of the fee for each specific service will always be specified on the Website.

b. The online consultation service is arranged on a specific date set for a specific service on the Website, through the Organizer's booking system, where the Client selects the available date for the online consultation service. After the prior agreement with the Organizer, a specific date for the online consultation service can be agreed upon between the Organizer and the Client after the order has been made, according to the mutual agreement of the Organizer and the Client.

c. The due date and payment for the online consultation service shall be made at the same date and time of making the reservation for the online consultation service, by bank transfer or credit card. In the case of a bank transfer, the payment must be made so that it is credited to the Organizer's account prior to the consultation time.

d. The payment for the Service shall be a one-off payment or a monthly membership option (if applicable). The Website may contain additional content which will be accessible to the Client for an agreed period of time that corresponds to the purchase option. The content of the Service or Website shall not be made available to the Client until full payment has been made.

e. In the event that payment is not made by the due date or is declined by the credit card issuer or Clientbank, the Organizer has the right to refuse to provide the Service to the Client until payment is made by the Client. The Organizer is entitled (but not obliged) to unilaterally terminate the contract with immediate effect in the event of non-payment by the Client.

f. In relation to the payment made based on the Contract, the Organizer shall issue the Client with an invoice, which serves as proof of purchase of the service. Until the payment is credited to the Organizer's account, the Organizer shall issue an advance invoice based on the Client's service order, on which the payment details, including the due date, shall be indicated.

g. All prices listed on the Website are exclusive of Value Added Tax (VAT) or any other applicable goods and services tax, unless specified otherwise.

## 6. TERMS AND CONDITIONS OF USE OF THE SERVICE

- a. For the proper and seamless use of the Service, in particular, in the form of online audiovisual transmission, the Client must have equipment that meets the minimum technical requirements and an internet connection adequate for the Service provided. It is the sole responsibility of the Client to have the required equipment and internet connection necessary to use the Service.
- b. The Client acknowledges that he/she is not allowed to participate in the online consultation service if he/she is under the influence of any medication, alcohol, drugs or other narcotic or psychotropic substances that may affect his/her perception or discernment.
- c. The Client acknowledges that the Service includes, but is not limited to, the presentation of the opinions of a person or persons authorized by the Organizer who may provide opinions and advice as part of the Service. Such opinions and advice do not constitute medical or professional advice and are not a substitute for professional advice. The Organizer shall not be liable in any way for any claim made by the Client about the informational value of the Service.
- d. The Organizer recommends checking the parameters of the Client's internet connection, in particular the minimum guaranteed speed, which should not be lower than 10 Mbps for the conclusion of the Contract, and any limitations on the amount of data that may be downloaded. The Organizer is not responsible for any charges related to the amount of data transferred that may be charged by the Client's Internet Service Provider.
- e. Services provided by the Organizer, in particular online audio-visual transmission, may be demanding in terms of the amount of data transferred and therefore an internet connection that is limited in any way in terms of the amount of data transferred may not be suitable. The Organizer shall not be liable for any charges related to the amount of data transferred that may be charged by the Client's Internet Service Provider.
- f. The Client understands that in order to use the Service properly, in particular in the form of online audiovisual transmission, technical requirements, such as updated software, must be met on his/her part. In case of use of non-updated software, the functionality may be limited, for which the Organizer is not responsible.
- g. In accordance with applicable law, the Organizer is not responsible for the inability of the Client to properly use the Service in its entirety due to Internet congestion or due to errors or problems with equipment, networks, electronics or communications that are beyond the Organizer's control or influence.

h. The Client agrees that the Organizer is not responsible for the operations of third parties that are hosting the online content, managing schedules, cloud services or payment processing.

## 7. PROCEDURE FOR BOOKING AN APPOINTMENT FOR THE ONLINE CONSULTATION SERVICE

a. The Client reserves a specific date for the online consultation service at the website address. In order to book a date for the online consultation service, it is necessary to fill in the required identification data and information about the method of payment, which can be made by bank transfer or payment (credit, debit) cards.

b. The Client is obliged to provide the correct information in the reservation of the online consultation service and to inform the Organizer of any changes in this respect without further delay by e-mail or in writing to: [info@goodhealthsociety.com](mailto:info@goodhealthsociety.com).

c. The Client will be asked to enter the following data: name, surname, residential address, e-mail address, data concerning the chosen payment method, or other data that may be required and necessary to make a reservation for the online consultation service. The reservation of the online consultation service is exclusively for the needs of the specific person ordering the online consultation service. The Client is not entitled to transfer the rights and obligations of the Service to any third party without the consent of the Organizer. In the event that there is a change in user to a third person, i.e. a person different from the Client, and the Organizer discovers this fact, this is considered a material breach of contract and the Organizer is entitled to refuse further provision of the online consultation service and cancel the reservation of the online consultation service. The Organizer can terminate the contractual relationship with the Client with immediate effect with the right to full payment of the fee.

## 8. LICENSE TERMS AND COPYRIGHT PROTECTION

a. The Client is entitled to use the Service exclusively for personal use and in accordance with these Terms and Conditions. The Client is not entitled to use the service for commercial purposes or public productions, is not entitled to make any recordings, whether visual or audio and is not entitled to resell participation in the Service to third parties without the knowledge and consent of the Organizer. In the event that the Client violates the prohibition on making any recordings of the Service, the Organizer shall be entitled to compensation for damages and, in addition to this claim, a separate claim for payment of a contractual penalty of five times the price of the service provided. The Organizer or a person authorized by the Organizer shall not make any recordings without the express consent of the Client.

b. The content of the service is protected by copyright law and other relevant legal norms. The contract between the Organizer and the Client does not, for the avoidance of doubt,

constitute any transfer of ownership with regard to the intellectual property of the Organizer. All intellectual property belongs solely to the Organizer and no rights to the content or the service itself are conferred to the Client.

c. Violation of the Terms and Conditions is considered a material breach of contract and the Organizer is entitled to refuse further provision of the Service and to block or delete the Client's account and terminate the contractual relationship with the Client with immediate effect, subject to full payment of the Service Fee. The Client shall not be entitled to a refund of even a proportionate part of the price paid.

## 9. SUBSCRIPTIONS & AUTO-RENEWAL

a. All subscriptions renew automatically at the end of their term (monthly or annual) unless canceled by the Client prior to the renewal date.

b. The Client authorizes the Organizer, Baltia Ventures s.r.o., to charge the applicable subscription fees to the payment method provided at the time of purchase.

c. The Client may cancel their subscription at any time by providing written notice via email to [info@goodhealthsociety.com](mailto:info@goodhealthsociety.com). Cancellation will take effect at the end of the current billing cycle, and the Client will continue to have access to the subscription service until that date.

## 10. CANCELLATION POLICY AND REFUND

a. In the event that the Client cancels his/her participation in the online consultation service on the basis of his/her request or by his/her absence from the online appointment for the online consultation service via online audiovisual transmission or fails to ensure the necessary technical conditions for the online consultation service via online audiovisual transmission, the cancellation conditions set out below shall apply:

i) Canceling participation at least 24 hours before the scheduled date for the provision of the online consultation service - without penalty;

ii) Canceling 24 hours or less before the scheduled date of the online consultation service - penalty of 100% of the price of the online consultation service;

b. Refunds for products and online courses:

i) If the Organizer, Baltia Ventures s.r.o., is unable to deliver or provide the products or courses the Client has ordered, even if acceptance and payment confirmation have occurred, the Organizer may cancel the order by providing written notice to the Client. In such instances, the organizer will refund the full purchase price to the Client.

ii) Once an order has been accepted and payment confirmed, no cancellation or suspension of the order—or any part of it—initiated by the Client, is binding on the Organizer.

iii) Satisfaction Guarantee: The Client is entitled to a 100% money-back refund within 14 days of purchase (whether for products, courses, or subscriptions) if they are not satisfied. To request a refund, the Client must provide their order details and contact the Organizer by email at [info@goodhealthsociety.com](mailto:info@goodhealthsociety.com).

iv) Subject to the aforementioned conditions, any claim for a refund beyond the 14-day period will be considered on a case-by-case basis. The Organizer reserves the right, at its sole discretion, to either provide a refund or to refuse the claim.

v) The Client acknowledges that this refund policy does not affect any of their statutory rights as a consumer.

## 11. CHANGES TO THE TERMS AND CONDITIONS AND THE CONTRACT

a. The Organizer will endeavour to provide clients with as much notice as possible, but circumstances may arise in which the Organizer may need to cancel an online consultation with minimal advance notice. In cases where the Organizer does not provide the client at least 24 hours' notice of cancellation, the client shall have the option to receive a refund of the fee paid for the consultation.

b. The organizer is at liberty to cancel or change the date of providing the online consultation service even without sufficient prior notice if the person authorized to provide the online consultation service is in such a state of health that would make it impossible to provide the online consultation service or would require such care that would make it impossible for the organizer or the person authorized to provide the online consultation service to participate in the provision of the online consultation service. In such a case, the Client has the right to request the Organizer to refund the price paid for the online consultation service or to request that another date be offered within which the online consultation service could be provided.

c. The Organizer may periodically update the Service and alter the information or content of the Service. Please be aware that the Information or content provided through the Service may become outdated at any moment, and the Organizer is not required to provide updates. The Client acknowledges and accepts that occasionally the Organizer may need to temporarily suspend access to the entire Service or parts of it, including the courses, products, content, or Information, to address defects, install updates, conduct general diagnostics, or perform emergency maintenance. Consequently, access to the site applications may be reduced or unavailable during these times.

## 12. WITHDRAWAL FROM THE CONTRACT

- a. By entering into the Contract, the Client expressly agrees to the Service immediately after entering into the Contract and paying the subscription fee according to the Contract.
- b. The Organizer is entitled to withdraw from the Contract without undue delay if it finds that the Client has breached the Contract in a material manner.

## 13. DURATION OF THE CONTRACT

- a. The Contract is concluded for the period until the Organizer provides the online consultation service or for a defined period in the case of a subscription to the Service or the Organizer terminates the Contract in accordance with these Terms and Conditions.
- b. The Organizer is entitled to terminate the contractual relationship or restrict the Client's access to the Service if:

- i) The client is in default on payment,
- ii) the Service is being used by the Client in an unauthorized manner or there is reasonable suspicion of an unauthorized use; or
- iii) the Client has otherwise materially breached the Contract or has repeatedly breached the Contract

## 14. COMPENSATION OF DAMAGES

- a. The Client is obliged to compensate the Organizer for damages incurred in any form as a result of or in connection with the breach of contract.

## 15. DISCLAIMER FOR THE THE USE OF SERVICES AND PRODUCTS

- a. The Organizer provides the Service on an "as is" basis without any warranties regarding its accuracy, adequacy, reliability, completeness, or timeliness, nor any guarantee of its suitability for the Client's intended use. The Organizer does not claim that the Service is free from human or mechanical errors, technical inaccuracies, or other defects, and use of the Service entirely at the Client's own risk.
- b. All liability related to the Client's use of the Service is excluded to the maximum extent permitted by law. The Organizer also disclaims any warranties regarding the materials on the Service being free of damage or defects, such as computer viruses. Clients are responsible for conducting virus checks on any Information accessed or downloaded from the Website.

c. The Organizer may periodically update the Service and modify the Information or Content without obligation to notify users or update existing content. Clients should be aware that any information or content may become outdated at any time.

d. Using the Service requires compatible devices, internet access, and certain software, with requirements subject to change, which may affect service performance. Clients are responsible for ensuring that their equipment meets the current requirements.

e. The Organizer reserves the right to remove products from the Service without notice and is not liable for any resulting unavailability. There are no guarantees regarding the outcomes of using the products or completing the courses, and all warranties, except those legally required, are disclaimed, including assurances of virus-free digital products or compatibility with specific hardware or software.

## 16. EXCLUSION OF LIABILITY

a. The Organizer is not a medical entity and does not offer medical advice or assistance. The services, products, courses, and related content provided by the Organizer are intended solely for educational and informational purposes and must not be taken as medical advice or a substitute for professional medical care. Clients are encouraged to consult with healthcare professionals for tailored medical advice suited to their individual health needs.

b. The Organizer offers services and products aimed at personal development and health education. The guidance provided through these services is intended to support, not replace, professional advice. Clients are solely responsible for the application of any information provided and bear the consequences of their own decisions regarding their participation in the activities suggested.

c. Clients should be aware that some activities, particularly those involving personal development, may involve physical, mental, or emotional challenges. Deciding whether to engage in these activities should be considered carefully and with the help and guidance of a medical professional.

d. The Organizer also advises that while the services may reference third-party products and services, such endorsements are purely the Organizer's subjective opinion and should be treated as recommendations rather than endorsements.

e. Clients must assess their health and well-being and specific circumstances before using any of the Organizer's services, courses, or products. It is highly advisable to seek professional medical advice before participating in any activities offered.

## 17. LIMITATION OF LIABILITY

- a. The Organizer specifies its entire liability, including liabilities arising from the acts or omissions of its employees, agents, and subcontractors, under various legal frameworks such as contract, tort (including negligence), and breach of statutory duty. This encompasses all potential losses, claims, or liabilities related to the Terms and Conditions, the procurement of any products, courses, online consultation services, or general usage of the Service.
- b. The Organizer shall not be liable for any injuries, losses, or damages that may result from the usage or inability to use the Service, including any Course, Product, or the online consultation services, or that may arise in connection with the content or information provided on the Service. Additionally, under no circumstances will the Organizer be liable for indirect or consequential damages, including but not limited to personal injury, data loss, interruption of business, or any adverse effect on a Client's reputation and/or goodwill.
- c. In situations where liability cannot be entirely excluded, any remaining liability of the Organizer shall be limited to the re-supply of the affected Product, Course, Information, Content, or online consultation service, or the cost paid by the Client for such Service.
- d. The Organizer provides links to third-party websites for the convenience of the Clients. Engaging with these third-party links is conducted at the Client's own risk. The Organizer does not endorse, approve, or assume responsibility for the content or products available on these third-party websites. Furthermore, the Organizer disclaims all liability related to any loss, damage, or other consequences that might arise directly or indirectly from accessing third-party websites, including any errors, omissions, misrepresentations, or issues arising from computer viruses or system failures associated with these third-party websites.
- e. Nothing within these Terms and Conditions intends to restrict, limit, or modify the rights or remedies available to the Client under statutory guarantees that cannot be excluded, restricted, or modified by contract. The Organizer acknowledges and respects all such legal provisions applicable to the sale of goods or services, ensuring the protection of the Client's rights under prevailing laws.
- f. Clients are responsible for any charges incurred from third-party services while using the Service, including network charges for fixed or mobile internet use. Clients under the age of 18 must obtain parental or guardian consent to use or register with the Service, with the Organizer reserving the right to verify such consent as deemed appropriate.
- g. The Organizer reserves the right to remove products or discontinue services, including online consultation services offered on the Service without notice, and is not liable for the unavailability of any products or services, irrespective of the duration of such

unavailability. There are no guarantees regarding the results or outcomes from using the products, completing the courses/guides, or participating in the online consultation services provided by the Organizer. All warranties, unless legally required, are disclaimed, including assurances that digital products are virus-free or compatible with specific hardware or software.

## 18. ASSIGNMENT OF RIGHTS AND OBLIGATIONS UNDER THE CONTRACT

a. The Organizer is entitled to assign its rights and obligations under the contract to a third party who can be expected to fulfil its obligations to the Client in accordance with the Contract, even without the Client's consent. The Client is not entitled to assign his/her rights and obligations under the Contract.

## 19. CONTENT OF THIRD PARTIES

a. The Website may and does contain links to other websites operated by third parties. The organizer has no control over and accepts no responsibility for such links or the content of such websites. The Client accesses such third party websites at his/her own risk.

## 20. DISPUTE SETTLEMENT

a. Complaints and comments of the Client concerning the contractual relationship concluded between the Organizer and the Client shall be handled by the Organizer. Complaints may be submitted by the Client at the e-mail address: [info@goodhealthsociety.com](mailto:info@goodhealthsociety.com). If the content of the complaint is asking for a refund, the complaint will be handled as a refund request.

b. The Client and the Organizer shall attempt to resolve disputes primarily in an amicable manner. In the event that an amicable solution cannot be found, the matter may be further resolved out of court.

c. Any disputes arising under the Contract shall be resolved exclusively under the laws of the Czech Republic and shall be resolved by the respective courts of the Czech Republic.

These Terms and Conditions are valid and effective as of 3 October 2025 and supersede any previous version of the Terms and Conditions, and the Terms and Conditions are available at the Organizer's registered office and premises or electronically at <https://www.goodhealthsociety.com/terms-and-conditions>.

