



Terms and Conditions (T&Cs)

for the use of the Healing Culture Community App – as of September 1, 2025

1. Scope

These General Terms and Conditions (GTC) apply to the use of the Healing Culture Community App (hereinafter referred to as "App"), operated by Insa Schrader (hereinafter referred to as 'Provider'). They govern the contractual relationship between the Provider and registered users (hereinafter referred to as "Members") as well as, in addition, for cooperation and sponsorship partners.

2. Access and Memberships

1. Guest Access: The App can be used free of charge in a limited guest mode.
2. Membership: Various paid memberships (monthly or annual subscriptions) are available for the full range of functions of the App.
3. Prices: The currently valid prices and scope of services are published on the website.
4. Booking and billing: Membership is booked via the web version of the app. Members can also download and use the mobile version if required. Membership management (including billing) takes place in the "Subscriptions" area. Payment processing is handled by Connact GmbH. Their payment and billing terms and conditions apply. Notwithstanding this, memberships for companies, partnerships, and collaborations are booked, billed, and managed via Insa Schrader.

3. Contract term and termination

1. Monthly subscriptions: run for one month and are automatically renewed unless canceled by the end of the current month at the latest.
2. Annual subscriptions: run for twelve months and are automatically renewed unless canceled by the end of the contract term at the latest.
3. Termination: Termination can only be carried out in the app in the "Subscriptions" area, using the same method used to take out the membership, with the exception of companies and partners – these subscriptions are booked, billed, and managed by Insa Schrader.

4. Rights of use

1. Members receive a simple, non-transferable right to use the app within the scope of the functions offered.
2. Content posted by members (text, images, videos, events) remains the property of the respective members. However, by posting it, they grant the provider the right to make the content visible within the community.

5. Community rules

1. The app is intended for respectful exchange and networking in the spirit of healing culture.
2. The following are prohibited in particular:
 - Discriminatory, offensive, or violence-glorifying content
 - Commercial advertising without prior consultation with the provider
 - Violation of copyrights or third-party rights
3. The provider is entitled to delete posts or exclude members in the event of violations of the community rules.

6. Collaborations

1. Collaborations can be entered into by both members and external partners.
2. The scope, services, and consideration of a collaboration are based on the applicable service description (e.g., visibility in the app, joint events, logo placements).
3. Collaborations are limited in time. The contract duration and notice periods are agreed upon individually.
4. The provider reserves the right to reject collaboration requests if they are not compatible with the goals and values of the Healing Culture Community.

7. Sponsorship

1. Sponsorship contributions can be made by both members and external partners.
2. Sponsorship services are regulated in separate agreements. The respective consideration (e.g., naming, visibility, presentations) is determined by the sponsorship package booked.
3. Sponsorship does not confer any membership rights in the community, unless expressly agreed.
4. The provider ensures that sponsorship contributions are compatible with the principles of appreciation, diversity, and public welfare.

8. Data protection

1. The protection of personal data is of particular concern to the provider.
2. The current privacy policy, available via the app or the provider's website, applies.

9. Liability

1. The provider makes the app available in accordance with the current state of technology, but does not guarantee its availability or accuracy at all times.
2. Liability for failures, data loss, or damage resulting from the use of the app is excluded to the extent permitted by law.

10. Changes to the Terms and Conditions

The provider reserves the right to amend these Terms and Conditions as necessary. Members, cooperation partners, and sponsors will be notified of any changes in good time. If a party does not object within four weeks, the new Terms and Conditions shall be deemed accepted.

11. Final provisions

1. The law of the Federal Republic of Germany applies.
2. The place of jurisdiction for all disputes arising from these Terms and Conditions is Berlin.
3. Should any provision of these Terms and Conditions be invalid, the validity of the remaining provisions shall remain unaffected.

12. Cancellation policy

Consumers have a statutory right of cancellation when taking out a subscription via the Healing Culture Community App. Below, we provide information about the conditions and consequences of the right of cancellation.

Right of cancellation

You have the right to cancel this contract within fourteen days without giving any reason. The withdrawal period is fourteen days from the date of conclusion of the contract. To exercise your right of withdrawal, you must inform us (Insa Schrader, operator of the Healing Culture Community App) of your decision to withdraw from this contract by means of a clear statement (e.g., by email). You can use a sample withdrawal form for this purpose, but this is not mandatory. To meet the withdrawal deadline, it is sufficient for you to send your notification of exercising your right of withdrawal before the withdrawal period expires.

Consequences of revocation: If you revoke this contract, we will refund all payments we have received from you without delay and at the latest within fourteen days from the day on which we received notification of your revocation. We will use the same means of payment for this refund as you used for the original transaction, unless expressly agreed otherwise with you.

Special note: For digital content that is not delivered on a physical data carrier, the right of withdrawal expires prematurely if we have begun to execute the contract after you have expressly agreed that we may begin to execute the contract before the expiry of the withdrawal period and you have simultaneously confirmed your knowledge that you will lose your right of withdrawal upon commencement of the execution of the contract.