

INNO CONSULTING

SERVICE AND SUPPORT AGREEMENT

Service Package 2 – Arrival and On-Site Support in Germany

Service Provider	University Applicant / Client
INNO CONSULTING Proprietor: Alexander C. Barth Breiter Weg 26 06295 Lutherstadt Eisleben Germany Phone: +49 157 74993736 Email: contact@innoconsulting.org	Full name: _____ Date of birth: _____ Nationality: _____ Address: _____ Email: _____ Phone: _____

§ 1 Subject Matter

INNO CONSULTING shall provide the University Applicant with the arrival, transfer, orientation and support services in Germany described in this Agreement (Service Package 2). The actual start of the services depends on the confirmed flight and arrival details.

Flight number: _____ Arrival date/time: _____

Arrival airport: _____

Accommodation/destination: _____

§ 2 Scope of Services

The Service Package includes in particular:

-)] Pick-up at an airport in Germany agreed in writing in advance, e.g. Frankfurt, Munich, Hamburg or Berlin, and transfer to the agreed accommodation.
-)] Two days of on-site support, including the first visit to the university/university of applied sciences, introduction and orientation.
-)] A two-hour information session about Germany and customary practices at the accommodation.
-)] Local orientation: city tour and information on shopping, cinemas, leisure opportunities and important public authorities.
-)] Assistance with registration at the competent residents' registration office/public order office, provided an appointment is available and all required documents have been supplied.
-)] Assistance with setting up an email address and WhatsApp account and with applying for/opening an online bank account in Germany. Decisions and checks by third-party providers are outside INNO CONSULTING's control.
-)] Advice on purchasing a Deutschlandticket or other suitable public transport ticket, a telephone SIM card and necessary insurance.
-)] A four-hour training session on customs and everyday matters in Germany.
-)] Up to four hours in total of answering questions via WhatsApp during the first four months after arrival, by prior arrangement and during normal business hours.

§ 3 Fee and Mandatory Advance Payment

The fee for Service Package 2 is EUR 1,300.00 per person. The fee is payable 100% in advance.

The full amount must have been credited to INNO CONSULTING's account before the University Applicant departs for Germany. Actual receipt of funds is decisive; initiating a transfer or presenting proof of payment alone is not sufficient.

If full and timely payment has not been received, INNO CONSULTING is not obliged to reserve, commence or provide airport pick-up, transfer or any other services. In that event, support and pick-up are not deemed confirmed. Mandatory statutory rights of the University Applicant remain unaffected.

Payment details: Account holder _____ IBAN _____

BIC _____ Reference _____

§ 4 Costs Not Included

The package fee does not include, and the University Applicant must pay, in particular: flight and travel costs, Deutschlandticket/public transport tickets, SIM card and telecommunications charges, insurance premiums, bank/account fees, official fees, accommodation, meals, admission charges and other third-party services. Any third-party prices stated in information material are non-binding and may change.

§ 5 Applicant's Duties to Cooperate

-)] Provide complete and accurate flight number, arrival time, arrival airport, accommodation, mobile number and any last-minute flight changes.
-)] Provide valid travel, visa, university, registration and identity documents in good time and independently verify all entry requirements.
-)] Attend agreed appointments punctually, remain reachable on the travel date and follow reasonable organisational instructions.
-)] Immediately report any delay, rebooking, cancellation or failure to board. Documented additional costs caused by such changes may be charged separately where INNO CONSULTING is not responsible for the change.

§ 6 Changes, Non-Performance and Cancellation

Flight or appointment changes must be reported immediately in writing. INNO CONSULTING will make reasonable efforts to adapt the arrangements; no specific replacement time can be guaranteed.

If INNO CONSULTING cannot provide a contractual service for a reason attributable to INNO CONSULTING, it shall either provide the service later or refund a reasonable portion attributable to the unperformed service. Further mandatory statutory rights remain unaffected.

Any termination or cancellation by the University Applicant is governed by applicable law. Services already properly performed and non-refundable third-party costs advanced on the Applicant's behalf may be charged to the extent permitted by law.

§ 7 No Guarantee of Outcome; Third-Party Services

INNO CONSULTING owes the agreed activities, but does not guarantee any particular outcome. In particular, it does not guarantee university admission, enrolment, the granting of a visa, entry into Germany, registration confirmation, opening of a bank account, conclusion of telecommunications or insurance contracts, or the availability of appointments with authorities or universities. INNO CONSULTING is not responsible for decisions or services of independent third parties.

§ 8 Liability

INNO CONSULTING has unlimited liability for intent and gross negligence, culpable injury to life, body or health, and under mandatory statutory provisions. In the event of a slightly negligent breach of a material contractual obligation, liability is limited to the foreseeable loss typical for this type of agreement. Liability for other cases of slight negligence is excluded to the extent permitted by law.

§ 9 Data Protection and Communications

Personal data will be processed only to the extent required to perform this Agreement, arrange appointments, communicate or comply with legal obligations. Where disclosure to universities, authorities, banks, insurers, telecommunications providers or transport providers is required for an individual service, it will be made only on an appropriate legal basis or with any required consent. WhatsApp and email may involve their own privacy and security risks.

§ 10 Term and Final Provisions

This Agreement starts upon signature and ends when all agreed services have been completed, including the four-month WhatsApp support period, unless terminated earlier in accordance with applicable law.

Amendments and additions should be recorded in text form. Individual agreements take precedence. German law applies, excluding the UN Convention on Contracts for the International Sale of Goods, provided that this choice of law does not deprive a consumer of mandatory protection under the law of the consumer's country of habitual residence. Statutory rules apply to jurisdiction and dispute resolution.

If any provision is or becomes invalid, the remaining provisions remain effective; the invalid provision shall be replaced by the applicable statutory provision.

Signatures

By signing, the parties confirm that they have read, understood and accepted this Agreement, including its payment terms.

Place, date

Place, date

Signature of service provider
Alexander C. Barth, INNO CONSULTING

Signature of applicant
Name: _____