

Information and terms for arranging an introductory consultation

Text dated 21 September 2026.

1. Provider and scope

Bc. Zdenka Beranová, trading as MindsRestart, business ID 74382209, tax ID CZ8053220560, registered address Višňová 97, Voděrádky, 251 01 Říčany, Czech Republic. Contact: info@mindsrestart.com; <https://mindsrestart.com>. The provider is a self-employed individual and is not a VAT payer.

This website presents the approach and offers a contact form for questions and arranging an introductory consultation. Sending a message or receiving an automatic acknowledgement is not an order, does not reserve an appointment and creates no payment obligation. Further services require a separate individual offer and the information applicable to that service before any commitment.

2. Consultation and limits of the service

The introductory consultation lasts 60 minutes and costs CZK 1,500, the final price. It takes place online only. It clarifies general goals, expectations, organisation and whether working together is suitable. If you subsequently enter into a MindsRestart programme, the CZK 1,500 paid for the consultation is deducted from its total price. There is no obligation to continue.

Hypnotherapy and coaching offer gradual, individually agreed support using the methods of MindsRestart. These are non-healthcare personal-development services, not diagnosis, medical treatment, psychological assessment, psychotherapy or crisis intervention, and they do not replace professional healthcare. No cure or specific result is guaranteed. Do not change prescribed treatment without consulting your healthcare professional.

Do not send medical records, diagnoses or detailed health information in the contact form. Detailed health assessment and any later service requiring such data can begin only after the appropriate information and separate explicit consent have been arranged. The introductory consultation before that consent remains at a general, organisational level.

3. Individual agreement and payment

We agree on the appointment by e-mail or phone. Before you commit, you receive the service description, time and form, total price, payment instructions, rescheduling and cancellation rules, these terms and withdrawal information in a form you can save. The contract and binding appointment arise only when you receive the provider's express confirmation of the specific agreed appointment. An automatic acknowledgement or payment alone is not that confirmation.

Payment is by bank transfer according to individually supplied instructions. If no appointment is agreed, any payment received is returned in full; the repayment instruction is issued without undue delay, within two working days after it is clear that agreement will not be reached. Bank settlement time may vary. A separately agreed partner-funded consultation still has a price of CZK 1,500; the payer, not the price, changes. The participant is not charged for the portion paid by the partner.

A confirmation and the applicable documents are sent by e-mail on a durable medium. Merely displaying them on this website is not a substitute. Any further programme, materials or support require a separate agreement; they are not included in the consultation price.

4. Rescheduling and cancellation

Contact info@mindsrestart.com to request a change or cancellation. An appointment can be moved without a fee at least 48 hours before its start, subject to agreement on the replacement time. The provider confirms the change by e-mail. There is no self-service cancellation in this website release.

Cancellation is agreed directly in writing, including the amount paid, any justified fee and the refund. A cancellation less than 48 hours before the appointment or non-attendance may incur a reasonable fee up to the appointment price, considering reserved capacity, the possibility of filling it and costs saved. For a serious unforeseen obstacle we first seek a replacement appointment. Statutory withdrawal rights are not restricted by this procedure. If the provider cancels and no replacement is agreed, the price of the unprovided service is returned without a cancellation fee.

5. Consumer withdrawal

For a contract made at a distance or off premises, a consumer may withdraw without giving a reason within 14 days of concluding it. In the statutory cases of an unsolicited home visit or an organised excursion, the period is 30 days. Send an unambiguous statement to info@mindsrestart.com or the registered address before the period expires. You may use the sample below, but it is not mandatory.

Performance within the withdrawal period requires your prior express request. If you then withdraw, you pay only the proportion lawfully corresponding to the service already supplied. The withdrawal right ends only after full performance with your prior express consent and acknowledgement of that consequence. Without the legally required request and information, payment for early performance cannot be claimed on this basis. Refunds following valid withdrawal are made without undue delay and within 14 days, using the original payment method unless agreed otherwise.

Optional sample: To Bc. Zdenka Beranová, Višňová 97, Voděrádky, 251 01 Říčany, info@mindsrestart.com. I withdraw from the contract for [service], concluded on [date]. Consumer's name and address: [fill in]. Date: [fill in]. Signature only if sent on paper.

6. Complaints and out-of-court resolution

Send a complaint to info@mindsrestart.com or the registered address, identifying the service, problem and requested remedy. The provider acknowledges it and resolves a consumer complaint, including informing the consumer, within 30 days unless a longer period is expressly agreed. Rights arising from defective performance remain unaffected.

The competent out-of-court dispute resolution body is the Czech Trade Inspection Authority (Česká obchodní inspekce), Central Inspectorate - ADR Department, Gorazdova 1969/24, 120 00 Prague 2; adr@coi.gov.cz; <https://coi.gov.cz/informace-o-adr/>. A proposal may be submitted within one year after the consumer first asserted the disputed right with the provider. Court proceedings remain available. Mandatory consumer protection, including that applicable under the law of your habitual residence where relevant, is not excluded.