

FAQ:
Payment & Access**Payment & Access****What methods of payment are available?**

You can enroll in this course using a credit card. If you don't have a credit card you can also pay via wire. Please get in touch at hallo@start-living.com

What is your return and refund policy?

As a private individual, you can step back from your purchase for 14 days, starting from the day of the purchase. Within this period you can request your refund by sending us an email at hallo@start-living.com. Companies are not entitled to refunds and all sales are final.

Can I transfer my enrollment?

No, enrollment is personal and connected to the purchasing account and cannot be transferred. Special circumstances? Get in touch!

How long do I have access to the course?

How does lifetime access sound? After enrolling, you have unlimited access to this course for as long as you like - across any and all devices you own - as long as we provide this service. You are entitled to at least 6 months of access. This will give you enough time to work through the content and transferring your learnings to your daily business. Please refer to our terms of use for further details.

Can I revisit the course content without having to pay twice?

You can access all materials again and again - as long as you are enrolled in this course. We do not enforce a certain learning sequence or certain time limits. This course is made for you and your preferences.

I can't use a credit card, can I pay using an invoice?

Yes, you can book this course by requesting an invoice first. After we have verified your payment you will be enrolled in this course. Please get in touch with Cornelia Winterheller at hallo@start-living.com

Can I purchase this course for my team or company?

What a great idea! This will be a great boost for you and your team. Please contact Cornelia Winterheller at hallo@start-living.com

Content

Do I have to be aware of any prerequisites?

No, you do not need any previous knowledge or experience in leadership. The principles presented in this course are applicable to both seasoned and future executives.

In what languages is this course offered?

We currently offer this course in both German and English. You will have to choose your preferred language before enrollment. All course materials are then presented in the respective language. Our English video sessions are fully subtitled.

Do I have to follow a certain order or pace?

We have structured the course to make it easier for you to navigate and access the course materials. Most likely you will follow the curriculum. However, we do not enforce a certain order or pace in which the lessons have to be completed. Experienced leadership professionals might want to dive right into a special topic that they are currently having issues with. Feel free to access this course any way you like!

Do you provide a certificate at the end of this course?

No, we do not provide a certificate of enrollment. If you do need a certificate due to special circumstances, please get in touch with us at hallo@start-living.com.

Can I print-out all materials?

Yes, you can print our Q&A material. This is actually true for all PDFs, e.g. the "To Do PDFs", within this course. We even encourage you to print out the "To Do" material and to place them on your desk. This will help you stay aligned and consistent with the content of this course. Please note that you are not allowed to share the course material with others.

Can I save the video lessons?

No, you are not allowed to save the video lessons presented in this course. You are entitled to stream the video and audio content from our website [online.winterheller.com](https://www.winterheller.com) throughout your enrollment in this course.





Further Questions and Answers

I have a question! Who can help me?

Please direct your questions to Cornelia Winterheller at hallo@start-living.com.

What are the technical requirements for this course?

You need an up-to-date computer with internet access and an up-to-date browser. To listen to our video lessons you need speakers or headphones that you can connect to your preferred device. Please keep in mind that your video material is delivered in high quality, which can result in an increased amount of data used during streaming. If you are on a limited data plan please make sure that you stay within the limits of your plan to avoid surcharges. We can not be held liable for any costs associated with the access of our course materials or website.

Is there a publicly available course register?

No, you work on this course on your own. Your enrollment and your progress are not visible to others. This is not true for our public comment feature. All comments you post using this feature become publicly available and can be read by all other students enrolled in this course.

Are my comments visible to others?

Yes. All comments you post using our comment feature become publicly available and can be read by all other students enrolled in this course. We also reserve the right to moderate and delete comments you post. If you would like to send us a message in private please get in touch via email at hallo@start-living.com

During registration, I am asked to create a teachable.com account?

For the delivery of our course material and all associated features, we use the services of teachable.com. A teachable.com account will give you easier access to courses also hosted on the teachable.com platform. There are no extra charges or obligations associated with the creation of such an account. Please read the terms of use (<https://teachable.com/terms-of-use>) and privacy policy (<https://teachable.com/privacy-policy>) of Teachable Inc.

Please observe our terms of use and privacy policy.