

THE 20-80 METHOD®

TERMS & CONDITIONS

Coaching-Based Assessment and Development Services



Version: 1.2
Effective date: 29 May 2026



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1. Business information

Provider: Niels Johannes Barends s.p.

Registered address: Vaše 16 i, SI 1215 Medvode, Slovenia

Registration number (Matična številka): 6936857000

Tax number: SI 62781383

Registered at: AJPES, Slovenia

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2. Definitions

Services: Premium psychological assessment, interviews, coaching sessions, written feedback, reports, and related deliverables as described in the applicable package Appendix.

Package Appendix: A package-specific schedule describing scope, duration, deliverables, and pricing for Package 1, Package 2, or Package 3 services.

Deliverables: Any outputs provided to the Client, including reports, summaries, frameworks, worksheets, or written materials.

Special Category Data: Personal data revealing psychological or health-related information within the meaning of Article 9 of the General Data Protection Regulation (GDPR).

Consumer: A natural person acting for purposes outside their trade, business, craft, or profession.

Business Client: A natural or legal person acting within their trade, business, craft, or profession.



3. Scope and nature of the Services

3.1 Coaching-based services with descriptive psychological insight

The Services are coaching-based and focus on structured reflection, self-observation, and the exploration of recurring patterns in thinking, behavior, communication, decision-making, interpersonal relationships, and relational dynamics.

Psychological concepts may be used descriptively to support insight and understanding, including patterns related to behavior, communication, relationships, and interpersonal dynamics, based on the Client's self-reported experiences, assessment responses, and coaching conversations.

3.2 No diagnosis or clinical assessment

The Services do not involve the diagnosis, treatment, or assessment of mental health conditions. No medical, psychiatric, or psychotherapeutic services are provided.

Relational archetypes, archetype combinations, communication patterns, conflict styles, relational needs, and similar concepts are descriptive frameworks designed to support self-reflection and are not diagnostic, clinical, or predictive tools.

Any observations or feedback are interpretive and non-clinical in nature and are not intended to identify, label, or evaluate psychological disorders or health conditions.



3. Scope and nature of the Services

3.3 Not a substitute for healthcare

The Services do not replace medical, psychiatric, or psychotherapeutic care. Clients remain responsible for seeking appropriate healthcare support where needed.

3.4 Client responsibility and autonomy

The Services aim to support awareness and informed decision-making. The Client remains fully responsible for their choices, actions, and outcomes.

The depth and nature of topics explored during the Services are guided by the Client's willingness and consent; the Provider does not require disclosure of traumatic, medical, or deeply personal experiences.



4. Eligibility and client obligations

4.1 Age and legal capacity.

You confirm that you are at least 18 years old and legally capable of entering into this Agreement.

4.2 Accurate information.

You agree to provide truthful, complete, and relevant information and assessment responses necessary for delivery of the Services.

4.3 Technical requirements.

You are responsible for ensuring access to stable internet, suitable devices, and necessary software for assessments and video calls.

4.4 Conduct.

Abusive, threatening, or persistently disruptive behavior may result in suspension or termination of Services without refund, subject to mandatory law.



5. Contract formation

5.1 Order placement.

A contract is formed when you complete checkout, sign a proposal, or otherwise confirm purchase in writing.

5.2 Acceptance.

Acceptance occurs when the Provider confirms the order by email or grants access to onboarding materials, scheduling tools, or assessments.

5.3 Applicable documents.

This Agreement applies together with the relevant Package Appendix, Report Appendix, service description, checkout terms, and referenced policies, as applicable.



6. Term, duration, and scheduling

6.1 Term.

This Agreement begins upon acceptance and ends when all Services are delivered, expire, or are terminated.

6.2 Validity period.

Unless otherwise stated in a Package Appendix, Report Appendix, or service description, Services must be used or completed within the applicable validity period. Unused sessions expire without refund.

6.3 Scheduling.

Where Services include live sessions, sessions are scheduled by mutual agreement via the Provider's booking system or email and are subject to availability.



7. Fees and payment

7.1 Fees.

Fees are as stated on the checkout page, invoice, proposal, Package Appendix, Report Appendix, or applicable service description.

7.2 Advance payment.

Unless explicitly agreed otherwise, Services are paid in full in advance.

7.3 Installments.

Where installment payment plans are offered, the total fee remains fully due and payable in accordance with the agreed payment schedule.

Installments are provided as a payment convenience and do not constitute separate or divisible services.

Delivery of Services, scheduling of sessions, preparation of reports, and release of Deliverables are conditional upon timely receipt of the applicable installment payments.

If an installment is not paid when due, the Provider may suspend Services until payment is received and may terminate the Agreement in accordance with Section 15.

Amounts paid under an installment plan are non-refundable, except where mandatory law provides otherwise.

7.4 Payment methods.

Payments may be made via Stripe, bank transfer, or Wise, using the details provided on the invoice.

7.5 Chargebacks.

Unjustified chargebacks may result in immediate suspension of Services and recovery of administrative and dispute-related costs.



8. Consumer right of withdrawal (distance contracts)

This section applies only to Consumers under EU consumer law.

8.1 Withdrawal period.

You may withdraw from this Agreement within 14 days of contract conclusion without giving reasons, unless an exception applies.

8.2 Early performance request.

If you request that Services begin during the 14-day withdrawal period, you expressly acknowledge this request.

8.3 Loss of withdrawal right.

If Services are fully performed within the withdrawal period following your express request, you may lose your right of withdrawal under applicable law. This may include digitally delivered assessment reports, written analyses, downloadable materials, and other Deliverables made available immediately following purchase or assessment completion.

8.4 Partial performance.

If you withdraw after Services have begun, you may be required to pay for Services already provided, in proportion to performance completed.

8.5 Business Clients.

Business Clients are not entitled to statutory consumer withdrawal rights.



9. Rescheduling, cancellations, and no-shows

9.1 Rescheduling by the Client.

Sessions may be rescheduled with at least 48 hours' notice, subject to availability.

9.2 Late cancellations and no-shows.

Cancellations with less than 48 hours' notice or failure to attend a scheduled session result in forfeiture of that session.

9.3 Provider rescheduling.

If the Provider must reschedule, an alternative date will be offered. If rescheduling is not possible, the unused portion will be refunded or replaced.



10. Delivery format and recordings

10.1 Delivery methods.

Services may be delivered via video calls, written reports, assessments, and secure digital platforms, as applicable to the relevant Package or service offering.

10.2 Recording and transcription of sessions.

Coaching sessions may be conducted via Zoom. With the Client's explicit consent, sessions may be audio and/or video recorded for professional purposes, including documentation, reflection, and the preparation of personalized coaching materials and reports.

Where recording is enabled, sessions may be transcribed using automated transcription software (Fireflies.ai) to support accurate documentation and internal analysis.

Recordings and transcripts are handled confidentially, stored securely, accessed only by the Provider, and retained only for as long as necessary for the delivery of the Services, in accordance with the Privacy Policy.

Sessions are not recorded without the Client's prior consent.

Recordings and transcripts form part of the Provider's internal service documentation and are not provided to the Client unless explicitly agreed in writing.

10.3 Between-session contact.

Communication outside scheduled sessions or report delivery is limited to logistical coordination and brief clarifications, unless otherwise specified in a Package Appendix, Report Appendix, or agreed in writing.



11. Confidentiality and third-party input

11.1 Confidential handling

All Client information is treated as confidential and accessed only where reasonably necessary for the delivery of the Services.

Confidentiality applies to all materials, conversations, assessments, observations, and deliverables, subject to the provisions below.

11.2 Third-party interviews (Package 2 and higher)

Where a package includes third-party interviews (for example, with a partner, colleague, manager, or other relevant individual), the Client explicitly authorizes the Provider to conduct such interviews for the sole purpose of supporting insight, reflection, and service delivery for the Client.

The Client acknowledges and agrees that:

- a) The third party is not a client of the Provider and no professional relationship is formed between the Provider and the third party.
- b) The interview is conducted to gather external perspective and contextual input, not to assess, diagnose, or evaluate the third party.
- c) Questions asked during third-party interviews may be informed by themes, patterns, or hypotheses emerging from the Client's self-reported information, assessments, or interviews, without disclosing raw data, assessment results, or confidential documents.
- d) The Provider does not disclose Client reports, written analyses, or identifiable assessment data to third parties.
- e) Information shared with third parties is limited to high-level, non-clinical, descriptive framing necessary to ask meaningful questions.
- f) Third-party interview input is summarized and integrated at the Provider's discretion and is not shared verbatim with the Client or the third party.



11. Confidentiality and third-party input

11.3 Client responsibility and consent scope

The Client is responsible for informing and obtaining the cooperation of the third party prior to the interview.

By participating in a Package that includes third-party interviews, the Client confirms that:

- They consent to the use of relevant Client information for the limited purpose of informing interview questions.
- They understand that third-party responses may be incorporated into the Provider's internal analysis and Deliverables.
- They accept that the Provider cannot control what a third party chooses to disclose during the interview.

11.4 Legal and safety exceptions

Confidentiality may be limited where disclosure is required by applicable law, a binding court order, or where necessary to protect vital interests. Where lawful and feasible, the Client will be informed prior to such disclosure.

11.5 Client obligations

The Client agrees not to share, publish, misrepresent, or commercially exploit proprietary materials, methodologies, frameworks, or reports provided by the Provider without prior written consent.



12. Data protection and privacy

12.1 Controller role.

The Provider acts as the data controller for personal data processed in connection with the Services.

12.2 Special Category Data.

Participation in the Services may involve the processing of psychological and self-reflective information, which may qualify as Special Category Data within the meaning of Article 9 of the General Data Protection Regulation (GDPR).

Such data is processed only where lawful, typically based on explicit consent and appropriate safeguards, and solely for purposes related to the delivery of the Services.

12.3 Privacy Policy.

Personal data is retained only for as long as necessary to deliver the Services and meet legal, contractual, and professional obligations. Session recordings and transcripts, where created, are retained for a limited period following service completion and then securely deleted, unless longer retention is required by law or explicitly agreed in writing.

The Provider uses selected service providers to support secure delivery of the Services and ensures that appropriate contractual, technical, and organisational safeguards are in place in accordance with applicable data protection law.

In the event of a personal data breach, the Provider will comply with applicable notification and mitigation obligations under data protection law.



12. Data protection and privacy

12.4 AI use limitation.

The Provider may use AI-assisted language, editing, or translation tools in connection with written materials, reports, or communications.

All substantive interpretive content, analytical conclusions, and professional judgment are created and reviewed by the Provider.

No identifiable Client information, confidential session content, raw assessment responses, or personally identifiable materials are submitted to AI-assisted systems.

Any use of AI-assisted tools is subject to confidentiality, data minimization, and professional discretion principles.

12.5 Withdrawal of consent

Where processing is based on the Client's consent, the Client may withdraw such consent at any time with effect for future processing. Withdrawal of consent does not affect the lawfulness of processing already carried out and may limit the Provider's ability to continue delivering certain Services.



13. Intellectual property

13.1 Provider ownership.

All frameworks, methodologies, models, archetype systems, assessment structures, questionnaires, reports, written content, scoring systems, and materials remain the intellectual property of the Provider.

13.2 License to Client.

Upon full payment, the Client receives a non-exclusive, non-transferable license to use Deliverables for personal or internal business purposes only.

13.3 Restrictions.

Redistribution, resale, publication, reproduction, commercial exploitation, training use, AI training use, or creation of derivative works based on Deliverables is prohibited without prior written consent.



14. Liability and disclaimers

14.1 No guarantees.

No specific outcomes or results are guaranteed.

14.2 Limitation of liability.

To the maximum extent permitted by law, total liability is limited to the fees paid for the relevant Services.

14.3 Excluded damages.

The Provider is not liable for indirect or consequential damages, loss of profit, or reputational harm.

Decisions relating to relationships, employment, business activities, healthcare, finances, or other significant life matters remain the sole responsibility of the Client.

14.4 Mandatory rights.

Nothing in this Agreement limits non-excludable rights under applicable law.



15. Suspension and termination

15.1 Termination by the Client.

Termination does not entitle the Client to a refund, except where required by law or explicitly stated otherwise.

15.2 Termination by the Provider.

The Provider may terminate or suspend Services for material breach, non-payment, or where continuation would be unsafe or unethical.

15.3 Effect of termination.

Unused sessions may expire without refund. Data retention follows the Privacy Policy.



16. Complaints and dispute resolution

16.1 Complaints.

Complaints should be submitted to info@2080method.com. A response will be provided within a reasonable time.

16.2 Consumer dispute resolution.

Consumers may access out-of-court dispute resolution mechanisms available under Slovenian law.



17. Governing law and jurisdiction

17.1 Governing law.

This Agreement is governed by the laws of the Republic of Slovenia.

17.2 Jurisdiction.

The courts of Ljubljana, Slovenia have jurisdiction, subject to mandatory consumer protection rules.



18. Final provisions

18.1 Entire agreement.

This Agreement, together with applicable Package Appendices and referenced policies, constitutes the entire agreement.

18.2 Severability.

Invalid provisions do not affect the remainder of the Agreement.

18.3 Assignment.

The Client may not assign this Agreement without prior written consent.

Accepted by the Client upon purchase, signature, or use of the Services.

Provider: Niels Johannes Barends s.p.



Appendix A – Package 1 Service Appendix

Package Name: Archetype Deconstruction

Fee: €5,000 (VAT applied where required)

1. Purpose and positioning

Package 1 is a coaching-based service designed to help the Client gain structured insight into their natural strengths, operating style, and typical responses under pressure.

The focus is on self-awareness, pattern recognition, and informed personal or professional development. No diagnosis, treatment, or clinical assessment is provided.

2. Included Services

Package 1 includes the following:

- Archetype Assessment
- Additional Archetype Assessment
- Preparation Questions
- Full Archetype Report
- One (1) 90-minute deep-dive coaching session
- Two (2) 50-minute integration session
- Optional voice-based support: one (1) 30-minute check-in following report delivery
- A personalized growth-oriented reflection



Appendix A – Package 1 Service Appendix

3. Delivery format

Services are delivered via video calls and secure digital delivery of written materials.

Sessions are scheduled by mutual agreement and subject to availability.

4. Duration and validity

All Package 1 services must be completed within three (3) months from the start date, unless otherwise agreed in writing. Unused sessions expire without refund.

Where an installment plan applies, delivery of Services is tied to the agreed payment schedule, and access to sessions or materials may be paused if payments are not made on time.

Where an installment plan applies, the Archetype Report is released only **after** receipt of the final installment.

5. Exclusions and limitations

Package 1 does not include:

- Third-party interviews
- Shadow Side Assessment
- Shadow Side Report
- Ongoing or unlimited support
- Clinical, therapeutic, or diagnostic services



Appendix A – Package 1 Service Appendix

6. Upgrade option

If the Client upgrades to Package 2 within 45 days of Package 1 completion, a €3.000,00 credit is applied toward the Package 2 fee. This credit is non-transferable and may not be redeemed for cash.

7. Intended audience

Package 1 is intended for high-performing professionals seeking increased self-awareness and clarity around their natural strengths and operating patterns.



Appendix B – Package 2 Service Appendix

Package Name: Shadow Mapping Breakthrough

Fee: €11,000 (VAT applied where required)

1. Purpose and positioning

Package 2 builds on Package 1 and is designed to explore deeper behavioral patterns and recurring challenges that influence decision-making and relationships.

The service remains coaching-based and descriptive in nature, supporting insight, reflection, and long-term development. It does not provide diagnosis, treatment, or healthcare services.

2. Included Services

Package 2 includes the following:

- Archetype Assessment and full Archetype Report
- Shadow Mapping Breakthrough Assessment and full Shadow Mapping Breakthrough Report
- Four (4) 90-minute deep-dive sessions
- Two (2) 50-minute coaching sessions
- Two (2) 50-minute integration sessions
- Two or Three (2 or 3) one-hour third-party interviews (partner, colleague, or coworker)
- A six-month high-level development roadmap
- Advanced Archetype Pairing and Conflict Map



Appendix B – Package 2 Service Appendix

3. Third-party interviews

Third-party interviews are conducted solely to gather contextual and external perspectives in support of the Client's coaching process.

Participation in a third-party interview does not, by itself, create a coaching, therapeutic, advisory, or other professional relationship between the Provider and the third-party participant.

Where a third-party participant is independently an existing or former client of the Provider, that separate relationship remains governed by its own applicable agreements and confidentiality obligations.

No reports, raw assessment data, or individualized written analyses relating to the primary Client are disclosed to third parties unless explicitly authorized in writing.

4. Delivery format

Services are delivered via video calls, secure digital assessments, and written materials.



Appendix B – Package 2 Service Appendix

5. Duration and validity

Package 2 services must be completed within six (6) months from the start date unless otherwise agreed in writing. Unused sessions expire without refund. Where an installment plan applies, delivery of Services is tied to the agreed payment schedule, and access to sessions or materials may be paused if payments are not made on time.

Where an installment plan applies, preparation and delivery of the Shadow Mapping Breakthrough Report and related materials are conditional upon receipt of the applicable installment payments.

6. Capacity limitation

A limited number of Package 2 Clients are accepted each month to ensure depth, focus, and personal attention.

7. Upgrade option

If the Client upgrades to Package 3 within 45 days of Package 2 completion, a €8,000 credit is applied toward the Package 3 fee. This credit is non-transferable and may not be redeemed for cash.

8. Intended audience

Package 2 is intended for experienced professionals and leaders who are prepared to examine internal resistance, behavioral patterns, and growth constraints in a structured and reflective manner.



Appendix C – Package 3 Service Appendix

Package Name: Elite Integration

Fee: €20,000+ (final pricing confirmed in writing prior to acceptance)

1. Purpose and positioning

Package 3 is an intensive, six-month coaching partnership designed to support sustained behavioral change, strategic clarity, and integration across professional and relational contexts.

The service combines long-term coaching support with structured reflection and implementation guidance. It remains non-clinical and non-diagnostic.

2. Included Services

Package 3 includes everything in Package 2, plus:

- Six-month custom coaching container
- Ongoing strategic and reflective support across the engagement period
- Behavioral Progress Review
- Executive Summary and Behavior Dashboard
- Strategic Roadmap implementation support
- Personalized Integration Plan, including weekly goal setting, progress review, and behavioral calibration across six months
- Final one-on-one session
- Optional team or partner briefing and growth forecast



Appendix C – Package 3 Service Appendix

3. Delivery format

Services are delivered via scheduled video sessions, written materials, and structured implementation support. Ongoing support is defined by the agreed scope and does not constitute unlimited availability.

4. Duration and validity

Package 3 runs for a fixed period of eight (8) months from the agreed start date.

5. Capacity limitation

Only three (3) Package 3 Clients are accepted at the current pricing level.

6. Intended audience

Package 3 is intended for senior leaders, founders, and visionaries seeking deep integration of insight, strategy, and behavior for sustained high-impact change.



Appendix D – Informed Consent (Packages 2 and 3)

The 20–80 Method®

Provider: Niels Johannes Barends s.p.

Effective date: 15 May 2026

This Informed Consent applies to Clients participating in Package 2 (Shadow Mapping Breakthrough) and Package 3 (Elite Integration) services.

By signing or accepting this document, you confirm that you understand the nature, scope, and boundaries of the Services and provide the necessary consent for participation.

1. Nature of the Services

I understand that the Services I am engaging in are coaching-based and focus on structured reflection, self-observation, and the exploration of recurring patterns in thinking, behavior, communication, and decision-making.

I understand that psychological concepts may be used descriptively to support insight and awareness, based on my self-reported experiences, assessments, interviews, and coaching conversations.



Appendix D – Informed Consent (Packages 2 and 3)

2. No diagnosis or healthcare services

I acknowledge and understand that:

- The Services do not involve diagnosis, treatment, or assessment of mental health conditions.
- No medical, psychiatric, or psychotherapeutic services are provided.
- The Services are not a substitute for healthcare, therapy, or emergency support.

I remain responsible for seeking appropriate medical or psychological care if needed.

3. Use of assessments and interpretive feedback

I understand that:

- Assessments and reports are used to support insight and reflection.
- Any feedback or analysis provided is interpretive and non-clinical in nature.
- No conclusions are drawn about psychological disorders or health conditions.



Appendix D – Informed Consent (Packages 2 and 3)

4. Processing of personal and sensitive data

I understand that participation involves the processing of personal data, including psychological and self-reflective information, which may qualify as Special Category Data under the General Data Protection Regulation (GDPR).

I hereby provide my explicit consent for the Provider to process such data for the sole purpose of delivering the Services, in accordance with the Privacy Policy and applicable data protection laws.

I understand that I may withdraw my consent at any time, subject to legal and contractual limitations described in the Terms & Conditions.

4.a Recording and transcription of coaching sessions.

I understand and explicitly consent to coaching sessions being conducted via Zoom and, where agreed in advance, being audio and/or video recorded for professional documentation purposes.

I understand that recordings may be transcribed using automated transcription software (Fireflies.ai) and used solely to support accurate reflection, internal analysis, and the preparation of my coaching materials.

I understand that recordings and transcripts are handled confidentially and are not shared with third parties beyond what is technically necessary for transcription.



Appendix D – Informed Consent (Packages 2 and 3)

5. Third-party interviews

I understand and explicitly consent to the following:

- The Provider may conduct up to three third-party interviews (for example, with a partner, colleague, or coworker) as part of Packages 2 or 3 services.
- The purpose of these interviews is to gather external perspective and contextual input in support of my coaching process.
- Participation in a third-party interview does not, by itself, create a coaching, therapeutic, advisory, or other professional relationship between the Provider and the third-party participant.
- Where a third-party participant is independently an existing or former client of the Provider, that separate relationship remains governed by its own applicable agreements and confidentiality obligations.
- Questions asked during third-party interviews may be informed by themes or patterns emerging from my assessments or coaching conversations, without disclosure of reports, raw data, or confidential documents.
- Third-party interview input may be summarized and integrated into the Provider's internal analysis and Deliverables, at the Provider's discretion.

I confirm that I am responsible for informing any third party that they are not a client of the Provider and that their participation is voluntary.



Appendix D – Informed Consent (Packages 2 and 3)

6. Confidentiality and limits

I understand that my information is treated as confidential, subject to legal obligations and exceptions described in the Terms & Conditions and Privacy Policy.

I understand that confidentiality may be limited where disclosure is required by law or necessary to protect vital interests.

7. Client responsibility

I acknowledge that:

- I remain responsible for my choices, actions, and decisions.
- The Services support awareness and insight but do not direct or determine outcomes.
- Results depend on my engagement, reflection, and application.

8. Voluntary participation

I confirm that my participation is voluntary and that I may withdraw from the Services at any time, subject to the contractual terms regarding fees, delivery, and termination.



Appendix D – Informed Consent (Packages 2 and 3)

9. Confirmation and consent

By signing below or accepting electronically, I confirm that:

- I have read and understood this Informed Consent document.
- I have had the opportunity to ask questions.
- I voluntarily agree to participate in Packages 2 and 3 Services under the terms described.
- I provide explicit consent for the processing of my personal and psychological data as described above.

Client name: _____

Signature: _____

Date: _____

Provider: Niels Johannes Barends s.p.



Appendix E – Individual Coaching & Standalone Reports

The 20–80 Method®

Provider: Niels Johannes Barends s.p.

Effective date: 29 May 2026

This Appendix applies to:

- (a) individual coaching sessions offered outside the Packages;
- (b) standalone assessment reports, including professional, relational, organizational, and other archetype-based reports;
- (c) assessment-based report bundles, integration sessions, and related standalone services made available for purchase.

1. Individual coaching sessions

1.1 Eligibility

Individual coaching sessions are available only to Clients who have completed Package 2 (Shadow Mapping Breakthrough) or higher.

The Provider reserves the right to decline individual coaching requests where the Services would fall outside the intended scope or where continuation would not be appropriate.



Appendix E – Individual Coaching & Standalone Reports

1.2 Scope and positioning

Individual coaching sessions are coaching-based and focus on structured reflection, integration, and practical application of insights previously developed through Package services.

Sessions may explore current situations, decision-making processes, leadership challenges, interpersonal dynamics, and relational patterns using descriptive psychological language, without diagnosis or treatment.

No clinical, therapeutic, or medical services are provided.

1.3 Session format and fee

- Duration: 50 minutes per session
- Fee: €399 per session (VAT applied where required)
- Delivery: Video call unless otherwise agreed

Sessions must be paid in advance and are subject to availability.

1.4 Scheduling, rescheduling, and no-shows

Scheduling, rescheduling, and cancellation terms for individual coaching sessions follow the provisions set out in the Master Terms & Conditions.



Appendix E – Individual Coaching & Standalone Reports

1.5 No ongoing availability

Individual coaching sessions do not include ongoing support, messaging access, or availability outside scheduled sessions unless explicitly agreed in writing.

2. Standalone reports

2.1 Nature of the reports

Standalone reports provide descriptive insight into how a specific archetypal orientation typically shows up in defined contexts (for example, professional environments).

Reports are educational and reflective in nature and are designed to support recognition and language around commonly experienced patterns.

2.3 Assessment Reports and Digital Delivery

The Provider offers assessment-based reports generated using the Provider's proprietary frameworks, scoring systems, assessment structures, and interpretive models.

Reports may include, but are not limited to:

- Professional Archetype Reports
- Relational Archetype Reports
- Relational Combination Reports
- Organizational Archetype Reports
- Assessment Preview Reports
- Other assessment-based reports offered from time to time



Appendix E – Individual Coaching & Standalone Reports

a) Assessment Reports

Price: As stated on the checkout page.

Assessment reports are generated based on the Client's assessment responses and the Provider's structured interpretive framework.

Unless explicitly stated otherwise:

- reports are digitally delivered;
- delivery occurs within the timeframe stated on the checkout page;
- no individualized manual interpretation is included;
- no coaching relationship is created through report purchase alone.

Upon digital delivery, the report shall be considered fully delivered and provided in full.

b) Assessment Report + Integration Session

Price: As stated on the checkout page.

Includes:

- one assessment report;
- one live integration session of the duration specified on the checkout page.

The integration session focuses on interpretation, reflection, contextual application, and practical integration of report insights.

Upon completion of the integration session and delivery of the report, the service shall be considered fully delivered and provided in full.



Appendix E – Individual Coaching & Standalone Reports

2.3 Pricing and delivery

The 20–80 Method® offers digitally generated assessment reports based on the Client’s assessment responses and the Provider’s structured interpretive framework.

c) Personalized Written Reports

Personalized written reports are individually prepared professional services involving manual review, contextual interpretation, synthesis, and individualized written analysis prepared directly by the Provider.

Pricing: Quoted individually based on scope, complexity, and time required
Reference rate: €399 per hour (VAT applied where required)

Delivery timeframe: As agreed in writing.

Personalized written reports are separate services and are not included in the standalone assessment report or integration session unless explicitly confirmed in writing.



Appendix E – Individual Coaching & Standalone Reports

2.4 Scope distinction and limitations

2.4.1 Automatically generated reports

Automatically generated reports:

- Are based solely on predefined logic and assessment responses
- Do not take into account personal history, context, stress level, or lived experience
- Do not involve professional judgment at the time of delivery
- Are informational and descriptive in nature
- describe recurring patterns based on assessment responses and are not evaluations of relationship quality, compatibility, or future relationship outcomes.

They do not constitute personalized advice, assessment, diagnosis, or professional opinion.

2.4.2 Personalized written reports

Personalized written reports:

- Are tailored to the individual Client
- Involve the Provider's professional time and interpretive input
- Are limited to the scope agreed in writing
- Do not include ongoing support unless explicitly stated

Even when personalized, such reports remain coaching-based and non-clinical, as described in the Master Agreement.



Appendix E – Individual Coaching & Standalone Reports

2.5 Relationship to Package services

Standalone reports do not create an ongoing coaching relationship.

Personalized exploration of archetype interactions, stress responses, and contextual behavior occurs only within Package services and other services explicitly described as personalized or individually interpreted.

3. Intellectual property

All coaching frameworks, archetype models, report content, and written materials remain the intellectual property of the Provider.

Purchase grants a non-exclusive, non-transferable license for personal use only.

4. No guarantees

The Provider makes no guarantees regarding outcomes, changes, or results arising from individual coaching sessions or standalone reports.

5. Applicability of the Master Agreement

This Appendix forms part of the Master Terms & Conditions. All provisions of the Master Agreement apply unless explicitly modified by this Appendix.

