



Terms and Conditions

Payment

Unless other arrangements are agreed in writing, payment must be made in full no more than 30 days after the date of invoice.

Block bookings of four or more days may require payment to be made at the time of booking.

Travel expenses for any training carried out at a location more than 30 miles away from trainer's home base will be charged at 45p/mile on top of the course fees, or full rail/air fare, as will any necessary accommodation and subsistence expenses.

Course fees are usually charged for up to ten delegates in a training session. Further delegates may be added at a cost of £25 per person. This charge may vary for associate trainers and clients will be advised accordingly.

Late Payment Charges:

Late payments will incur a late payment fee, starting with an initial charge of £20 or 10%, whichever is higher, added 15 days after the date of invoice. A further £20 or 10% will be added each calendar month thereafter until payment is received. Should payment not be received in full within two months after training/coaching has taken place legal action will be taken to recover the total amount owed as well as all extra charges and legal costs.

Other charges:

Course manuals are charged at £7/copy per person for every course.

A £20 administration fee will also be charged for each of the following:

- returning cheques (BACs payment only please)
- sending a payment reminder letter
- re-invoicing

Bookings

Upon receipt by us of a confirmation email or completed booking form, a course is considered booked.

Cancellation of training

Cancellation by client:

Cancellation notice must be received in writing 15 days or more before the start date of training.

Penalty Charges:

If the cancellation notice is received ten-14 days **before** the start of training then the client will pay 25% of the total value of training.



If cancellation notice is received between **four and nine days** before the start of training, then the client will pay 50% of the total value of the training.

If cancellation notice is received **three or less days** before the start of training, then the client will pay 100% of the training fee.

The client will pay any expenses, such as for non-cancellable hotel rooms, train tickets already purchased or manuals already printed.

Cancellation by us:

We reserve the right, in every case, to reschedule or to cancel courses as necessary, you will be given a minimum of 15 days' notice with the exception of certain unforeseen circumstances (see below). If it does become necessary to cancel a course, you will be entitled to take that course at a later date or receive a full refund of any course fees paid.

Cancellation due to unforeseen circumstances:

We reserve the right, in every case, to cancel or reschedule the course at short notice due to unforeseen circumstances. This may include power failure, train cancellation or strike, exceptional weather conditions, illness. You will be given the option to reschedule the course at a later date, or have a full refund of any course fees paid.

Responsibility will not be accepted for any consequential loss arising from cancellation or curtailment of any course.

Rescheduling

Rescheduling may be made at the request of Inspire Training Midlands or the client up to five working days prior to the course commencement to any available date within a two-month period, mutually agreed between the client and Inspire Training Midlands.

Rescheduling within two days of the course commencement will incur the normal cancellation charge.

Copyright

No part of the course material provided may be reproduced or transmitted in any form, or by any means, electronically or mechanically, including photocopying, recording or any information storage or retrieval system without the written permission of Inspire Training Midlands. Course material is provided subject to the condition that it shall not, by way of trade or otherwise, be lent, resold, hired out, or otherwise circulated without the prior permission of Inspire Training Midlands. Any unauthorised use, duplication or lending of course material without prior written consent is strictly prohibited.

Online Training Service Availability

Inspire Training Midlands will strive to provide a consistent level of service availability and performance, but will not be liable for failure or delay in performing obligations due to circumstances beyond its control. This includes but is not limited to unavailability or delay of third party services, internet service or power used by the equipment needed, acts of war, sabotage, fire,



flood, strike. The company will not be held liable for any errors, damage or other unexpected events resulting from the use of the service.

Non-disclosure

Inspire Training Midlands undertakes not to use any Confidential Information disclosed by participants for any purpose except training or support of the client.

These Terms and Conditions will apply to the contract for us to provide the training services set out in the confirmation email or Booking Form completed by you. No amendment, additions or alterations will be made to these Terms and Conditions, unless agreed in writing between Inspire Training Midlands and the client.

Sub-contracting

Where agreed with the client, certain training jobs may be sub-contracted to associate trainers. The trainer may follow a course outline available from me or they may follow their own course structure. This will be confirmed with the trainer and client in advance of the training.

Payment will be made directly to Inspire Training Midlands (via BACs, details on the invoice) and we will then pay the trainer.

Responsibility will not be accepted for any loss or damage arising from the actions of the trainer and any claim should be made directly with the trainer.

All bookings and subsequent communication with an associate trainer must come through Inspire Training Midlands, unless otherwise agreed.

The client should notify me as soon as possible of any problem there may be with a trainer or the training.

Cancellation of coaching appointment

Please note that once, a client has booked an appointment with me, it means that I have reserved time in my schedule exclusively for them. If the client cancels the appointment less than 24 hours before it is scheduled to take place, a charge of 50% of the fee for that session will be made. To avoid a cancellation fee, please provide cancellation notice at least 24 hours prior to your appointment.

A client may cancel or reschedule an appointment by phoning or texting me on 07944225290 or emailing me at janet@inspiretrainingmidlands.co.uk.

I will do my best to be on time for the meeting and expect the same of our clients. I will wait for up to 15 minutes for a client to join the meeting before considering them a no-show and ending the meeting. The meeting will then be charged as if it has taken place. If the meeting was to have been held face-to-face, the client will be liable for any expenses incurred as well.

A coaching programme is non-cancellable. I do allow for "freezes" so that people can take a break from the time schedule if they are overburdened, want to take holiday, etc. If appointments



between sessions, within the programme, are not taken up within a three month period, and no “freezes” have been requested, the client will be withdrawn from the programme.

Any queries about these Terms and Conditions, please contact Janet Baker at janet@inspiretrainingmidlands.co.uk.

Janet Baker