

TERMS AND CONDITIONS

Introduction

Craig Collinson is committed to providing a high-quality service to all of its clients. We recognise that on occasion, booked events and training may have to be postponed or cancelled and we ask that clients notify us of these occasions as soon as possible.

All charges quoted by **Craig Collinson** are valid for a period of 60-days from the original proposal, unless stated otherwise.

The following document sets out our booking terms and conditions policy on cancellations and postponements including the fees we will invoice for.

Booking

Confirming a booking for an organisation, group or individuals can be made over the telephone or via e-mail. We will respond by sending you a booking acknowledgment via e-mail. The booking confirmation acknowledges your acceptance of our terms and conditions and forms the basis of your contract with **Craig Collinson**.

Cancellation

If the customer wishes to cancel, the following charges will be incurred:

Up to 6 weeks prior to course commencement date – 25% of total cost
Up to 4 weeks prior to course commencement date – 50% of total cost
Up to 2 weeks prior to course commencement date – 75% of total cost
Inside 48 hours – 100% of total cost

If a client cancels tailored training for any reason up to 6 weeks prior to a scheduled course commencement date then all development work undertaken up to that point plus a cancellation charge as applicable above will become immediately due for payment.

If a client pre-pays for dates that are subsequently postponed by the client then the postponed dates must be re-scheduled within six months or within the same financial year whichever is the longer. Otherwise, any monies paid will be forfeited.

Payment

For all Training & Mentoring our standard payment terms are 14-days from the date of invoice, unless written agreement prior to provision of services has confirmed otherwise.

If a customer fails to make payment on the due date **Craig Collinson** reserves the right to levy a late payment charge at 4% over Barclays Bank base lending rate. Charges to be calculated from the due date to the date the cleared funds are received by **Craig Collinson**.

Confidentiality

Craig Collinson will treat all information relating to the Client in the strictest confidence and will not divulge or share any information with any third party without the Client's expressed written permission.

Data Protection

Unless you tell us otherwise, we will add your contact details to our confidential and secure customer database. We will never share your details with external agents.

We may add your details to our mailing list and send information on our other services from time to time. If you do not wish to receive this information then please advise our office via e-mail at pam@craigcollinson.co.uk

Copyright

The copyright and all other intellectual property rights in all courses developed for customers shall remain the sole and exclusive property of **Craig Collinson**. The customer undertakes that it will not copy or permit the copying of course materials, nor disclose or permit disclosure or sell or hire the same to third parties, nor use the same for running the customer's own courses unless the express written permission of **Craig Collinson** is given.

For details of our Terms & Conditions for Speaking Engagements – please see our Events Booking Form.