

CONSULTANCY & TRAINING

Terms and Conditions



A human-friendly set of T&C's

When we start working together, I'll need you to sign my standard terms and conditions document. A formal agreement helps make sure we're on the same page about the scope of our project, expectations, responsibilities, and more.

However, I also want to give you a human-friendly version you can easily understand! So I've put together this simplified set of terms and conditions that covers all the key points in plain language. My goal is to be as transparent as possible and set us both up for success.

Even though these casual terms aren't legally binding, they are a good representation of what you will be agreeing to in the formal document. They should help you feel confident about what our partnership will look like. As always, do let me know if you have any other questions. I'm happy to clarify anything, walk through the formal doc in more detail, or discuss concerns.

What I Agree To:

- I will deliver the training and consulting services outlined in our order, meeting any deadlines and expectations we've mutually agreed to. You can expect my services to be professional, expert-level quality.
- I'll carry out the work using my own approach and style. But I'm happy to take any reasonable requests from you into account so we can align on what works best.
- I may bring in other qualified folks from time to time to help deliver the services, if needed. I'll let you know who they are well ahead of time if I'm going to do that.
- If you provide any materials, info, or access to your premises that I need for the work, I'll use all of it responsibly and keep it totally secure.
- If anything comes up that affects my ability to deliver for you, I'll promptly let you know and we can sort out next steps. My aim is to be transparent and collaborative.

What I Expect from You:

- Please provide complete, accurate details of the services you need in our order form.
- I may need access to certain premises, materials, or information from you to perform the services - I'd appreciate your help providing what I need.
- I expect you'll maintain confidentiality of any sensitive information I need to share to deliver the services.
- If I send you updates or reports as part of the services, I'd appreciate your prompt feedback so I can make any needed adjustments. My goal is ensuring I'm delivering exactly what you were hoping for!

- If you need to change the scope or specifics of the services, just reach out so we can discuss how to adapt things while still ensuring I can deliver quality work.

Payments:

- To secure my services, a 50% deposit is due when we sign our agreement. This guarantees I'll hold your dates.
- The remaining 50% balance is due 1 month before your services start. I'll invoice you with clear payment instructions.
- If a payment ever falls behind, I may need to charge 8% interest to cover my own expenses. But I'll reach out first to sort out any issues –I value clear and open conversations at all times.

Cancellation Policy:

- If plans change and you need to cancel, simply let me know with at least 4 weeks' notice and we can part ways, no extra fees.
- If you cancel with 2-4 weeks' notice, I'll need to charge a 50% cancellation fee based on our original pricing. This covers preparation work.
- If you cancel with less than 1 week's notice, the full original price will be owed as I can't cover my costs.
- I'm happy to discuss rescheduling or any exceptional circumstances if the need arises. Just reach out at your earliest possible convenience so we can find a solution.

The Boring But Important Legal Stuff:

- I'm an independent contractor, so this isn't an employment agreement.
- We'll both comply with relevant data protection and privacy regulations.
- My total liability under this agreement is capped at £5 million, unless negligence leads to death or injury.
- English law will apply if any disagreements arise.

Contact Details

| Name | Email |
|---------------|------------------------------|
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