

art of brilliance Terms and Conditions

first things first, an admission: we hate Ts&Cs

We've been around since 2004 and we have always tended to work on trust. Here's how it works, 99% of the time: One of our wonderful customers books a keynote or workshop, we stick the date in the diary and when that day arrives we deliver it superbly. There's a WOW factor, the customer pays and everyone's happy. Our customers usually have such a fabulous experience that they come back for more.

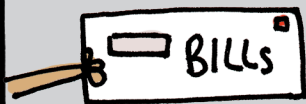


But (and I know you'll find this hard to believe), the other 1% don't work like that. They book a keynote or workshop, and then cancel at short notice.



Now, obviously, there are sometimes very legit reasons why training is cancelled at the last minute.

We're not money grabbing monsters. We don't want to invoke our Ts & Cs, but sometimes we have to (especially for repeat offenders)



We're a business. We have bills to pay. If training is cancelled we have no income. It's very likely that the trainer has turned down other work because they have the date saved. Hey, we're a company that delivers happiness and wellbeing training, so we try not to grumble about late cancellations but, honestly, there is some gnashing of teeth behind closed doors.

If you are in the 99%, we'd like to whole-heartedly **thank you**. You've booked the best training in the world, and we'll get along just fine. Fingers crossed we'll see more of you as our messages become embedded in your culture.

If you're in the 1%, we still love you, but here are our **♥ Terms and Conditions.**

Ps. We apologize for the greyness of this document

IN-COMPANY TRAINING

Confirmation of booking

We will confirm your booking by email when we have agreed the dates for the training.

Payment

We will invoice at the end of the week in which the training took place.

Cancellation

We regret that we can only accept cancellation of booked training with the following charges:

- After the confirmation of a booking but more than 28 days from the first day of training, a fee of 25 per cent of the training fee is payable.
 - Within 28 days of the first day of training 50 per cent of the training fee is payable.
 - Within 14 days of the first day of the training, we will charge the full training fee. This reflects the fact that it is unlikely that other work can be sought at such short notice
- All cancellations must be via email to **lou@artofbrilliance.co.uk** and become effective only on the day received at our office.

Postponement

If the days booked for training are postponed the fees will be due on the original first day of training.

All postponements must be via email and become effective only on the day received at our offices.

In the unlikely event that we have to postpone a training date we will be in touch by email immediately, and will work with you to reschedule. No charge will be made until we complete the training.

OPEN PROGRAMMES

Confirmation of booking

We will confirm your booking by email and ask for payment either by cheque or bank transfer. If you require, we will send you or your organisation an invoice

Payment

The fees for the training are due 28 days before the day of the training. If the fees are not received on this due date we reserve the right to allocate the place to another delegate.

Cancellations and refunds

We regret that we can only accept cancellation of booked training with the following charges:

- Cancellations more than 28 days from training: a full refund can be given.
- Within 28 days of the training: 50 per cent refund.
- Cancellation within 14 days of the training: no refund.

Postponement

If a delegate is unable to attend a booked and paid for open training programme we will accept a substitute delegate.

If we have to postpone an open training programme we will inform you in writing of an alternative date as soon as possible. If the alternative date is not convenient we will give a full refund of any fees paid.

thank you