



TERMS AND CONDITIONS

Definitions

"We", "us", "our" and "company" are references to Free to Be NLP and Coaching Ltd. "You", "your" and "client" are references to the person paying for the service, training, workshop or course and agreeing these terms.

"Service", "training", "workshops" or "courses" are provided by Free to Be NLP and Coaching Ltd.

Order acceptance

We have not accepted your booking for a workshop and your place on an event or course will not be confirmed until we receive 50% payment for our services. We will, however, hold your place on any course or event or the date for any workshop or training for 30 days to allow you time to make the payment. We will endeavour to contact you via e-mail and telephone before we give your place or the reserved date to another client.

Once your payment has been received, you will receive a confirmation e-mail including all details relating to the training, workshop or event you have purchased. Until this time, we reserve the right to refuse, cancel or reject any order made by the client. Payment must be made in full before attendance on any course, workshop, event or training.

Refunds

Free to Be NLP and Coaching Ltd offer the following conditions:

- You are entitled to a full refund if you notify us by email at welcome@freetobenlpandcoaching.co.uk within 14 days of the time and date of booking.
- You will not be entitled to a refund after the 14 day period from the time and date of booking.
- You must return, as new, any study materials issued for the training within a further 14 days and before any refund is made. Once the materials are returned the refund will be made within 14 days. If no materials have been provided, the refund will be made within 14 days of notice of cancellation.
- Any monies to be refunded will be reimbursed via the same payment method used in the initial transaction.

- We offer a 50% refund to those clients who have booked the full six-day practitioner training if they are unhappy with the training after day one of the training only, either via Free to Be Light or Free to be Strong.

Cancellation of Courses

If a course, workshop, event or training has less than 5 clients signed up one week prior to the start date, we reserve the right to cancel and refund all monies paid. We will endeavour to re-schedule you to the next available date or similar course that meets with your timetable. We will inform all clients with as much notice as possible and offer alternatives where possible.

Invoices

All invoices will be sent via e-mail. Clients are required to pay their invoice in advance of the delivery of any services, training, workshops or courses, using the available method of your choice within 7 days of the invoice issue date. We accept payment of an invoice via PayPal, Visa, MasterCard or via BACS.

Bank charges

Clients are responsible for the provision of sufficient funds in their account and we will not be held responsible for any charges incurred as a result of overdrawing of the bank account or credit card or as a result of failed transactions..

Processing your Payments

All online purchases are carried out by a third party payment processor with the highest security in place. Please see our Privacy Policy and Data Protection Policy for more details.

Payment for Coaching

Following your free consultation, you agree to supply 50% payment for the services received from us in advance of the time period during which such services are provided. The remaining 50% must be made at the appointment by cash, Pingit, Visa or Mastercard.

Cancellation of NLP Practitioner Certification

We reserve the right to cancel your certification with our company, and may remove our names from any certification or recognition we provide on completion of our courses if we deem necessary. We will provide our decision in writing to the association(s) through which your certification is recognised if this action is taken. Please see our Code of Ethics for more details on expectations.

Queries

Any questions concerning the above stated terms and conditions should be emailed to us at welcome@freetobenlpandcoaching.co.uk before ordering any service.