

TERMS AND CONDITIONS OF SERVICE

1. The Client agrees to pay charges to Illuminate Inclusion for all services provided to them. Any written or verbal instruction by the Client to Illuminate Inclusion will constitute acceptance of these Terms and Conditions of Service.
2. VAT will not apply to any charges unless specified otherwise.
3. All invoices are payable within 14 days of the date of issue. Late payment on any fees will incur an additional 5% charge on the total fee.
4. Quotes for any services or packages of services will be valid for 30 days from the date of issue.
5. For individual coaching and tuition sessions, payment must be made a minimum of 24 hours before the session is scheduled to take place.
6. For coaching and tuition services booked in blocks, full payment for the block of sessions must be made a minimum of 24 hours before the first session is scheduled to take place in order to secure the reduced fee.
7. For training events, a deposit of 25% of the total fee is required in order to confirm a booking. The remaining 75% of the fee will be invoiced 14 days prior to the scheduled date of the training event and must be paid before the training event can take place.
8. For consultancy packages, payment of the initial deposit must be made before any services will be delivered. The remainder of the fee will be invoiced at a suitable time that will be determined by Illuminate Inclusion. Illuminate Inclusion reserves the right to request full payment of the total fee before any services are delivered.
9. For consultancy packages, Illuminate Inclusion will endeavour to keep its costs within the initial amount quoted wherever possible. However, the Client accepts that, unless specified otherwise in the quote, there may be occasions where this is not possible. Where a consultancy package is likely to incur additional costs beyond the quoted amount, these will be made clear to the Client before the package is extended or any additional services are delivered. The Client reserves the right to decline an extension or additional services and acknowledges that, if they do so, work may be left incomplete as a result.
10. Additional fees incurred during the extension of a consultancy package will be invoiced at the end of each calendar month.
11. If the Client wishes to terminate an agreement before completion of any services, they may do so at any time by notifying Illuminate Inclusion in writing. The full amount will be still be payable and any outstanding fees will be invoiced within 7 days of the notification to terminate.
12. Cancellations of appointments requested more than 7 days in advance will not incur any charges. Cancellations requested less than 7 days in advance will incur the full fee unless the Client chooses to reschedule the appointment for another time.
13. Where cancellation of an individual appointment is requested more than 7 days in advance and payment has already been made, a full refund will be issued. No refunds will be issued for appointments booked as part of a block of sessions or package, although appointments may be rescheduled in accordance with Clause 14 below.
14. Requests to reschedule appointments more than 72 hours in advance will not incur an additional charge. Only one request to reschedule will be allowed per appointment without incurring a charge. Requests made less than 72 hours in advance will incur a charge of 50% of the appointment fee. Requests made less than 24 hours in advance will incur the full appointment fee.
15. Illuminate Inclusion reserves the right to waive cancellation, late rescheduling or late payment fees on an individual basis.
16. Client data held on file by Illuminate Inclusion will be stored in accordance with the data protection principles outlined in the Data Protection Act 2018.
17. Illuminate Inclusion will not disclose any confidential information relating to the Client in accordance with UK common law. Where it is felt that maintaining confidentiality may put the Client at risk or where sharing information is deemed to be in the public interest, this clause will not apply.
18. Illuminate Inclusion takes its responsibility to safeguarding seriously. All its staff are appropriately trained and undergo enhanced DBS checks.
19. All resources produced by Illuminate Inclusion are subject by law to copyright protection. Where resources are shared with the Client as part of the service provided, these are intended for use by the Client only and shall not be distributed elsewhere.

Version 3.0

Illuminate Inclusion

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