**Terms and conditions**

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​Please find below all the terms and conditions for mentoring and training from The Shared Value Business Ltd.

1. **Mentoring**

**Cancellations**
I agree and accept that there is a minimum 24 hour cancellation policy, to which I have to notify and receive confirmation from The Shared Value Business Ltd that I am unable to attend. I agree that if I cancel with less than 24 hours’ notice that I will be pay the full session fee even if I cannot attend.

The Shared Value Business Ltd agrees to provide at least 24 hours’ notice upon a cancellation of a session. If less than 24 hours’ notice the next session will be provided free of charge.

I agree and accept that it is my responsibility to start the session on time and that the session will finish on time regardless if I am late. If I am late, I also agree to pay the full coaching fee.

**Confidentiality**
I understand that all information I provide is in strict confidentiality and will never be shared with anybody business or otherwise unless agreed.

**Early Termination**
In such circumstances as inappropriate behaviour by the client, actual or potential conflict of interest, or other reasons, The Shared Value Business Ltd reserves the right to terminate the service to the client. In such a circumstance the client will be given either immediate or reasonable notice of termination and all monies paid will be refunded within 72 hours.

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1. **Training**

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**Transfers**

There is no charge for transferring to an alternative course date, provided the request is received 31 or more days before the start of the course. One free transfer can be made after which there will be a £100.00 administration charge for each further request.

Requests to transfer received 15-30 days before the start of the course will be subject to a transfer fee of 20 per cent of the course fees.

Requests to transfer received 0-14 days before the start of the course will be subject to a transfer fee of 30 per cent of the course fees

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**Cancellations**

Cancellations received 0-14 days before the start of the course are subject to a cancellation fee of 100 per cent of the course fees.

If the participant fails to attend the course, the full course fees are payable.

If the participant has previously transferred from an alternative course date and then subsequently cancels from the new course date then the cancellation fee charged will revert to the balance of those applicable at the time of the original transfer.

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This document was last updated 1st September 2022. Next review is scheduled for 31st August 2023. This document shall remain in effect if not reviewed even if the scheduled review date has passed.