

TERMS & CONDITIONS, January 2019

Our aim at TFAI Ltd is to have as few terms and conditions as possible, but this is the small print so that you understand how we do business with you.

Our goals

Before we go into the legal terms, this will tell you how TFAI Ltd wish to do business:

- 🔥 Our goal is for you to be very happy with our service and be a happy customer. Respecting your privacy or any sensitive information, including contact information, is critical for us to achieve this goal.
- 🔥 We will not share, sell or give away information.
- 🔥 We are committed to implementing good security practices. We work hard to maintain our client's privacy and security.

Confidentiality

- 1 We take care to protect your personal data. Please read our full [privacy policy](#) for how we look after your data.
- 2 Any information you share with us, especially through our coaching, will be treated in the strictest confidence. We will never share it with a third party, unless we believe you could be in imminent danger.

Charges

- 1 Prices quoted for coaching packages are valid for 30 days.
- 2 **VAT:** Prices are exclusive of VAT; we do not currently charge VAT but reserve the right to do so in the future.
- 3 **Travel fees:** Prices are exclusive of travel, which is charged at public transport rates. No travel charge is made for online coaching.
- 4 **Venue fees:** Prices are exclusive of room hire fees; where these are incurred, they are payable by the client and will be added to our invoice.

Cancellation policy

- 1 **Individual coaching sessions:** 48 hours' notice is required to cancel an individual coaching session. If less notice is given, TFAI Ltd will endeavour to reschedule the session, but if this is not possible the client will forfeit that session and will still be liable to pay for it.
- 2 **Coaching packages:** If a client commissions a coaching package, they commit to the whole package. TFAI Ltd may agree to invoice in instalments, but the client is liable to pay the full cost of the coaching package even if they decide they do not want to continue part way through, unless agreed in writing by TFAI Ltd.

Payment terms

- 1 Clients agree to pay fees due to TFAI Ltd by BACS transfer:
 - a. All invoices are due 7 days net from the date of invoice
 - b. Coaching fees must be paid in full before the relevant coaching session; if they are not paid in full and the session is not cancelled with 48 hours' notice, the client is liable to pay the full fees.
- 2 Any payment not received by TFAI Ltd seven days net from the invoice date is liable to statutory debt recovery costs and interest, as set out in the Late Payment Of Commercial Debts (Interest) Act 1998.
- 3 If any payment is not received by TFAI Ltd 60 days from the invoice date, TFAI Ltd will pursue all other debt recovery avenues; the client will be responsible for any costs incurred as a result, including time spent by TFAI Ltd and its agents pursuing the debt, at a rate of £100 per hour.