

MODEL OF EXCELLENCE

THE DIFFERENCE THAT MAKES THE DIFFERENCE

TERMS AND CONDITIONS

DEFINITIONS

"We", "us", "our" and "company" are references to Model of Excellence 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 Model of Excellence 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 part of a course, workshop, event or training.

REFUNDS

Model of Excellence Ltd offer the following conditions:

- You are entitled to a refund less admin costs of 5% if you notify us by email at caroline@modelofexcellence.co.uk within 14 days of purchase and five days prior to the start of the event.
- You will not be entitled to a refund after the 14 day period from the time and date of booking or within the five day period leading up to the event.
- We offer a 50% refund to clients if they are unhappy with the training after day one of the training only.
- 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.

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. In the event of inclement weather conditions or other unforeseen circumstances, we aim to continue with our training, course, workshop or events. Should it prove to be necessary, the training, course, workshop or event will be rescheduled at the earliest possible time.

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, unless an agreed payment plan is in place. 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 SERVICES

You agree to payment for the services received from us in advance of the time period during which such services are provided. You may pay by cash, Pingit, PayPal, 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 caroline@modelofexcellence.co.uk before ordering any service.