

# Terms and Conditions

.....because every office needs a 'go-to' Deaf Champion.



## Deaf and Equal

### 1. Price

Deaf and Equal workplace training has many variants from one-to-one training up to full university lecture halls. We cover the whole of the UK and our CEO also travels around Europe to speak at conferences.

You may opt for all attendees to receive training manuals (recommended) or just have a few copies for managers.

The price you are quoted includes all administrative and material costs but does not include travel expenses

### 2. Payment.

Invoices will be sent at the time of booking, however we may need to clarify your requirements before sending you a quote for our services.

Payment shall be made to Deaf and Equal, in full, at the time of the booking.

This is a legally binding contract for services.

### 3. Cancellations and Rescheduling by You.

**Workplace training & public speaking engagements:** Requests to reschedule can be made no later than 1-month prior to the training date. You have a 14-day cooling off period during which you have the right to cancel at any time and receive a full refund. Outside of this no refund will be given. Your training session/speaking engagement can be rescheduled without incurring any additional charge as long as there are no material changes to the contract. We have limited availability and cannot guarantee that we will be available for your next request, but we will proactively work with you and endeavour to make ourselves available within a reasonable timeframe subject to other bookings.

**8-week intensive training programme:** Requests to reschedule can be made no later than 10 days prior to classroom start date.

You have a 14-day cooling off period during which you have the right to cancel at any time and receive a full refund. Outside of this no refund will be given.

Your training session can be rescheduled so that you can re-enter the next group at your stage of the programme. You will be offered various start date options to recommence but this may take up to 1 month. If no date can be agreed, you will still receive all of the written materials on a weekly basis and the course will be deemed complete upon week 8.

Your programme can be rescheduled without incurring any additional charge as long as

there are no material changes to the contract.

#### **4. Cancellation and Rescheduling by Us.**

It is highly unlikely that this will occur, but if, due to unforeseen circumstance or act of God, our services are cancelled, you will be contacted at the earliest possible moment. We will use our best endeavours to reschedule to a suitable alternative date. If a suitable date cannot be agreed, you will be refunded in full. Deaf and Equal will not be liable for any additional loss or damage resulting from such cancellation.

#### **5. Intellectual Property.**

You will be provided with various training materials. Deaf and Equal remain the owners of all intellectual property rights. You may not reproduce, in whole or in part and you must not remove or amend any trademark or copyright notice on any of our products. Additional books/training manuals can be purchased at any time.

#### **6. Data Control**

Deaf and Equal complies with the General Data Protection Regulation (GDPR). Your details will never be passed on to any third party.

#### **7. General**

The legal position as presented by Deaf and Equal is accurate at the date of training. The law is in an ever-changing state of flux so what is accurate one year may be out of date the next. Please be aware of this if quoting any passage from our materials. We advise you to book training on an annual basis or more frequently if you have a high turnover of frontline staff