

Aspey Ltd (The Company, trading as Aspey Associates) is incorporated and registered in England, company number 4475717. These terms and conditions shall apply to the exclusion of all others, and no variation effective unless in writing and signed by a director of the Company.

- 1. Acceptance of these Terms.** Any individual booking a place on one of our Open Programmes (“Event”) is deemed to be “The Client” and to have agreed to and accepted these terms and conditions on submitting a completed booking form.
- 2. Payment.** The Company will send the Client an invoice for the Event fee, which will be payable in GBP Sterling within 5 days to secure the place – we do not accept other currencies. We cannot accept Credit Cards - only Bank Transfers – any fees for which are payable by the Client.
- 3. Provisional Booking.** A booking will be deemed “provisional” until the Client has paid the invoice. The place will be held for 5 working days from invoicing, after this any Provisional Bookings not paid for will be cancelled and offered out. Where the Event is due to take place within the next 5 working days full payment is required within 48 hours of booking.
- 4. Event Postponement or Cancellation.** We reserve the right to cancel or amend the Event, where unforeseen circumstances arise. Clients will either be offered an alternative date or a full refund of your fee. Regretfully we cannot be held liable for any lost expenses on pre-booked accommodation or travel.
- 5. Cancellation by the Client.** A refund of part or all the Event fee paid by the Client will be made provided we are informed in writing (email will suffice), subject to the following charges:

Period before the Event date when Cancellation is Made	Charge to Client
More than 21 working days	No charge (full refund given)
15 to 21 working days	50% charge (50% refund given)
0 to 14 working days	100% charge (no refund given)

- 6. Coaching sessions.** Where an Event includes one or more 1:1 sessions (of coaching, mentoring or supervision), the Client can self-book using the online diary link that will be provided. Sessions can be cancelled or rescheduled with 48 hours’ notice otherwise the session may be lost. If Clients do not wish to take up the 1:1 sessions there can be no refund of the Event fee.
- 7. Substitute delegate.** We will happily accept a transfer of a booked place to a named person, up to 48 hours before the Event start time provided the Client sends us their name, email, telephone number and address.
- 8. Dietary requirements.** We serve only vegan and vegetarian food on site; we ask that Clients let us know of any other special dietary needs at least 5 working days before the Event. We cannot guarantee to accommodate any special dietary needs made at the last minute (including to a Transferee) however will do our best.
- 9. Liability.** We shall not be liable to the Client for any loss, liability, damage, claims, or expenses suffered or incurred as the result of any actions by a third party associated with the Event, although the Company shall take adequate steps to ensure that any third party is reputable.
- 10. Compliance with English Law.** The conditions of these terms of business shall be governed and construed in accordance with English Law.