2. Corporate workshop booking terms

DRAFT CLIENT TERMS | Version 1.0 | 24 October 2026

For organisations booking for business purposes. Personal/consumer bookings require separate appropriate terms.

2.1 Agreement and scope

“We/us” means Empower Yourself Coaching Ltd, company number 13058875. “You” means the organisation named in the proposal. Contact: admin@empoweryourselfcoaching.com, 07833 747876. Our current registered office must be included on the issued proposal and formal business documents; the address in an insurance schedule is not treated as Companies House verification.

The proposal defines the scope, objectives, date, duration, venue or online platform, participant capacity, preparation, fee, VAT treatment and approved expenses. It and these terms form the agreement. An expressly agreed proposal variation takes priority.

An enquiry does not reserve a date. A contract is formed when your authorised representative accepts the proposal and these terms in writing and we send written acceptance. The date is secured when the deposit is received, unless alternative arrangements are expressly agreed in writing. Any provisional hold deadline will appear in the proposal. Your purchase order terms apply only if we expressly accept them in writing.

2.2 Payment

The deposit is 25% of the workshop fee, payable within seven calendar days of its invoice, and is credited towards the total. The remaining 75% is due 14 calendar days before delivery. The balance invoice will be issued at least 14 days before its due date where the booking timetable permits.

For bookings accepted fewer than 14 days before delivery, full payment is due on acceptance and before delivery. For bookings accepted 14–28 days before delivery, the balance is due 14 days before delivery and the deposit is due within seven days or by the balance due date, whichever is earlier. Every invoice will show exact due dates.

Alternative corporate purchasing/payment arrangements require written agreement before booking. Provide billing details, finance contact, purchase order and onboarding requirements promptly. The organisation remains responsible for payment.

The proposal will specify the full price, VAT if applicable, and agreed expenses. No unapproved extras will be charged. Payment details and methods will appear on our invoice.

2.3 Late payment

Raise invoice queries promptly with reasons; pay undisputed amounts by their due dates. We will work to resolve genuine queries promptly.

Before suspending work for overdue undisputed sums, we will give written notice and a reasonable opportunity to pay. If not remedied, we may suspend or terminate the affected booking in writing. Any cancellation charge will be calculated under 2.4 without double recovery. We reserve statutory late commercial payment interest and compensation where legally available, without overlapping contractual charges.

2.4 Cancellation by you

Email admin@empoweryourselfcoaching.com. Notice takes effect when it reaches our mailbox; we will acknowledge it. Follow up by phone if acknowledgement is not received. Calendar-day notice means the difference between the date notice arrives and the workshop date; same-day notice is zero.

Maximum cancellation charges, as a percentage of the affected workshop fee excluding VAT and separately approved expenses:

• 29 or more calendar days: reasonable preparation and administration already undertaken, up to 25%.

• 15–28 calendar days: up to 50%.

• 8–14 calendar days: up to 75%.

• 0–7 calendar days or non-attendance: up to 100%.

These compensate for reasonable preparation, committed costs and net loss from the reserved date, not a penalty. We will take reasonable steps to reduce loss and deduct costs saved and replacement income that reduces that loss. If the resulting loss is below the maximum, the lower amount applies. A reasonable explanation will be provided on request.

The deposit and other payments count towards the charge; they are not charged again. Excess payments will be refunded within 14 days of confirming the calculation. Any shortfall is invoiced with 14-day payment terms.

Previously approved non-recoverable third-party expenses may also be payable at evidenced cost only where not already included in the charge. Separately priced bespoke preparation must be identified in the proposal and cannot be charged twice. For programmes, use the affected sessions' individual prices.

2.5 Rescheduling and substitutions

With at least 29 calendar days' notice, you may move the same workshop once without an extra workshop or administration fee, subject to availability. Payments transfer to the new date; unavoidable previously approved third-party change costs remain payable.

The replacement session should take place within three months of the original date unless agreed otherwise. If no suitable date can be agreed, cancellation is calculated using the original date you gave notice.

For shorter notice or a second date change, we will discuss alternatives and agree any revised arrangement and charges in writing. If none is agreed, 2.4 applies. A replacement booking or extra fee requires your agreement; reusable preparation already paid for will be taken into account to avoid double charging.

Suitable participants from the same organisation may be substituted without charge within capacity and prerequisites. Lower attendance does not reduce a fixed group fee. Additional participants or material scope, venue or format changes require written agreement and may change the fee.

2.6 Changes or cancellation by us

If we cannot deliver, including facilitator illness, we will notify you promptly and offer a mutually agreed replacement date or a refund of all sums paid for the undelivered workshop. You may choose the refund. We will refund within 14 days of your choice being confirmed.

A replacement facilitator or material change to date, scope or format requires your agreement. Minor activity adjustments may be made to meet the agreed objectives without materially reducing the service. Your remedies for our breach and rights that cannot be excluded remain available.

2.7 Events outside reasonable control

If an event outside either party's reasonable control prevents delivery, notify the other promptly and take reasonable steps to reduce disruption. Examples include public authority venue closure, severe weather preventing safe travel or widespread utility failure. Low attendance, budget changes and routine staff shortages do not qualify.

We will explore mutually agreed rescheduling or online delivery. Neither party must accept a materially different service. If no alternative is agreed within 30 days of notice, either may end the affected booking. Payments for undelivered services will be refunded within 14 days. Completed separately priced preparation and approved expenditure will be itemised; deductions require a contractual entitlement or your written agreement. Payment for delivered services remains due.

2.8 Practical responsibilities and wellbeing

Provide an accurate brief, named organiser and final numbers at least seven days before delivery where possible. Tell us early about access needs, without sending medical histories. We will discuss reasonable adjustments.

Unless included in the proposal, you arrange a safe accessible venue, agreed equipment, internet and catering. For online sessions, participants need access to the agreed platform. Our equipment and delivery remain our responsibility.

Sessions are for adults aged 18+. Participants must behave respectfully and avoid identifiable colleague/client disclosures. We may proportionately pause delivery or remove someone for safety or serious disruption, explaining the reason and discussing the impact.

Workshops are educational and coaching-based, not medical treatment, individual therapy, diagnosis, occupational health assessment or legal advice. Personal reflection and disclosure are voluntary. We deliver with reasonable care and skill but do not guarantee financial returns, clinical outcomes or particular behaviour changes.

2.9 Materials, recording and confidentiality

Our existing content and materials remain ours. Attendees may use supplied materials for their learning and internal application. Selling, publishing, publicly uploading, substantially reproducing or using them to train other groups requires written permission. Your supplied material remains yours.

Recording, AI transcription or photography requires prior written agreement addressing participant permissions, access, purpose and retention. Marketing use of your name/logo or testimonials requires separate permission.

Both parties will protect confidential information and use it for this agreement, except disclosure required by law, necessary to address a serious safeguarding concern, or to advisers under confidentiality obligations. Participants are asked to respect confidentiality, but we cannot guarantee their conduct. Employer feedback ordinarily covers general themes and attendance, not attributed personal disclosures.

2.10 Personal data, concerns and legal terms

We handle personal information under applicable UK data protection law and our Privacy Policy at https://www.empoweryourselfcoaching.com/website-policies. Supply only necessary information and make participants aware of it. Attendance does not automatically subscribe anyone to marketing. Any project involving processing on your behalf or sensitive assessments requires appropriate additional data arrangements before it starts.

Send concerns to Karen at admin@empoweryourselfcoaching.com. We aim to acknowledge within three working days and respond substantively within ten, or explain the revised timetable. These targets do not limit legal rights.

Nothing excludes or restricts liability for death or personal injury caused by negligence, fraud/fraudulent misrepresentation or any liability that cannot lawfully be excluded. This draft contains no general financial liability cap; one must not be added without solicitor and insurer consideration.

England and Wales law governs the agreement, with courts of England and Wales having jurisdiction subject to mandatory applicable law. Booking changes require written agreement. Later website updates do not retrospectively change agreed terms.