



## **GENERAL TERMS OF BUSINESS FOR BOOKINGS**

This document forms the basis of agreement between **Ready 2 Shine**, (*which is a project Co-Founded by Shannon Reddin from Shannon Reddin SRE and Jennifer Hudson from Ready 2 Shine*) and the person making the booking (*further referred to as 'the Client'*)

### **1 General**

**Ready 2 Shine** will provide a course as requested by the client. Further terms could apply dependant on the number of courses requested. Should these be applicable, a further agreement will be required to be signed by the Client.

### **2 Method of Contact with Client**

2.1 **Phone Number(s)**: 07917237251 (Shannon) or 07739385031 (Jennifer)

2.2 **Email Address**: [hello@ready2shine](mailto:hello@ready2shine)

### **3 Invoicing and Payment**

3.1 Cost of courses will be agreed prior to booking. This will be detailed and broken down in the invoice.

3.2 **Ready 2 Shine** will raise an invoice upon receipt of booking form, this is due **30 days prior** to the course starting. This date along with payment method will be detailed on the invoice. If booking is within 30 days then payment is due upon receipt of invoice.

3.3 If required, travel to and from the Client's venue within a 20mile radius of PO4 postcode is included in this rate. Travel to venues outside this area, or away from the primary place of work, is chargeable at a rate of 45p per mile for the entire return trip. If free parking is not available, then the client will be liable to reimburse parking expenses.

3.4 Invoices will be delivered to a nominated email or office address as agreed within the booking form, on a course by course basis. Any changes to this delivery address or invoice contact must be made in writing, giving 30 days advanced notice.

3.5 Should payment be late, a penalty of £10 per day will be applied, unless prior notification and agreement has been made in advanced. Please ensure that payment is made in sufficient time to clear bank processing deadlines, note that card payments take 7 working days to process.

3.6 If **three** invoices have been paid late, **Ready 2 Shine** reserves the right to cease work or terminate the contract immediately, *without notice*. No further



work shall be completed until the outstanding balance, including penalties, has been paid in full.

#### **4 Performance**

4.1 If the Client is unhappy with anything provided by **Ready 2 Shine**, then this should in the first instance, be discussed either in person, on the telephone or explained via email. Once this feedback has been received, it will be considered as to whether it falls under a complaint and this will follow our complaints policy.

4.2 If a course requested to **Ready 2 Shine** is of an urgent nature or has a particular deadline, please make this request known and every effort will be made to accommodate. If **Ready 2 Shine** is unable to fulfil the course within the deadline, the client will be notified.

#### **5 Cancellation of Course**

##### *5.1 Cancellation by the Client:*

If the Client decides to cancel the course with **Ready 2 Shine**, then the reason should be verbally discussed or put in writing via email. A notice period of 30 days should be given to allow **Ready 2 Shine** to rebook the day with another participant. If 30 days is not given then full fees will be charged.

##### *5.2 Cancellation by **Ready 2 Shine**:*

If deemed necessary, due to situations out of control ie breakdown of services at venue or illness, **Ready 2 Shine** can cancel a course, to the individual named as the authorised representative of the Client, by the same means of contact as invoices are delivered to. In the event of cancellation by **Ready 2 Shine** and deemed appropriate, the Client will be given the option to have their course rebooked at the next available date, whereby this is not appropriate then a full refund will be given. The Client should give a timely response/approval to the date, so that the course can be rescheduled.

#### **6 Miscellaneous**

6.1 Although the client has engaged with a set rate basis, it is often that discounts may occur due to offers at the time, these will be detailed in the invoice.

6.2 The contract is valid for a 'rolling' period, and will be requested again should **Ready 2 Shine** need to change any terms.



6.3 If for an extended period of time, **Ready 2 Shine** is unable to complete work for the Client, as much notice will be given to the same address that invoices are delivered to. Outstanding courses will be completed for the Client prior to the period of unavailability or rescheduled as appropriate with another instructor. The Client will be advised on an anticipated return date, when courses may recommence.

6.4 Jennifer at **Ready 2 Shine** is registered with the ICO and if personal data is processed it will be within the realms of data protection protocols. *(Please see data protection policy)*

6.5 For your peace of mind, Jennifer and Shannon at **Ready 2 Shine** hold a *Disclosure & Barring Service* certificate (DBS - used to be the old CRB). A copy of the DBS certificate is available upon request for your inspection if required. In line with this, any information disclosed in the courses will remain confidential. This does not cover any information which already exists and is readily available in the public arena. Any instance where **Ready 2 Shine** suspects or is made aware of safeguarding or illegal activity, this will be exempt from the confidentiality agreement and reported to the relevant authorities, in addition to any requests from law enforcement agencies to assist with their line of enquires. *(Please see safeguarding policy)*

6.6 From time-to-time, as client deadlines, work volume or other requirements demand, **Ready 2 Shine** may utilise a trusted network of colleague associate trainers to complete courses. In this instance, Public Liability, DBS, Trainer qualifications, references, CV and appropriate qualification certificates will be checked and verified by **Ready 2 Shine** before being booked for the client, to ensure that a level of quality is adhered to. In this instance, the individual will be working under these agreed terms of business. The trainer used will have a separate agreement with **Ready 2 Shine** to not complete work with the client unless agreed by **Ready 2 Shine** and therefore the client can not approach the sub-contractor for work directly without prior written agreement from **Ready 2 Shine**.

6.7 All behaviour on courses must be acceptable and non aggressive. If the participant acts in a way that verbally or physically threatening/abusive to others then they will be asked to leave with no refund and will not be allowed to participate on another course. *(please see behaviour policy)*

6.8 Courses which have tested papers are required to show a certain level of knowledge, if this level is not achieved then the participant will not be allowed to complete further days of the course or gain certification without repeating



this day. Any learning needs of the participant must be made prior to course start so that this can be supported.

6.9 Agreement on booking form is taken as agreement of terms.