



## *Terms and Conditions*

Please read the following terms and conditions carefully before making bookings or sending payment. Once a booking has been accepted by **Style and Tone**, regardless of any payments made or not made, the person or organisation in question ('the client') will have entered into a binding contract on the basis of these terms and conditions. If you have any queries regarding these terms and conditions, please contact us immediately.

### 1. AGREEMENT

Agreement is on the basis of these terms and conditions and are dependant upon the fulfilment of the following: receipt of a booking and/or payment.

**Style and Tone** reserve the right, without the need to give reason, to refuse to accept a confirmation. In such circumstances no agreement exists and **Style and Tone** will return any booking details sent along with any deposit/full payment already made. The agreement is between **Style and Tone** and the client and is the sole agreement between these parties. No variation of these terms and conditions shall be applicable unless agreed in writing by **Style and Tone** before the relevant session. The agreement is governed by English Law.

### 2. PAYMENT

The remittance of the fee as specified for the sessions to be undertaken must be paid in full by the date specified if ordering via the internet or telephone, or if no date is specified, on fulfilment of the session. If not so paid, **Style and Tone** reserves the right to treat the agreement as cancelled by the client pursuant to clause 4 below.

Payments can be made by cheque, Internet transfer or other electronic method  
Payment due on or before delivery of the Session

### 3. PRICES

Whilst every effort is made to limit prices to those given in the Booking form, **Style and Tone** reserve the right to alter prices should its costs in hosting the sessions increase because of reasons beyond its control. In the event of a price increase the client will be notified as soon as is reasonably possible and the balance of the altered price will be payable on the same terms as the original price. In the event of a price being increased by 20% or more the client may opt to cancel the booking and will then be entitled to all monies being refunded by **Style and Tone**.

**Typical costs:** typical charges are £55 per hour. Please note these costs are given as a guide only, and are subject to change. Contact us, with specific event requirements, for an up to date and accurate cost.

### 4. CANCELLATION

If the booking is cancelled by the client the following cancellation charges will arise:

More than 30 days notice:	No Charge
30 to 15 days notice:	25% charge
15 to 7 days notice:	50% charge
Less than 7 days notice:	Full charge



**Style and Tone** may cancel any session at any time prior to the commencement of the course, without the need to give reason, and in such an event all monies received from the client will be returned in full. This will represent **Style and Tone** full limit of liability.

#### 5. ALTERATIONS IN SESSION CONTENT

Whilst every reasonable effort is made to ensure that the Coaches conform to the session content **Style and Tone** reserve the right to adapt or alter the session structure should the need arise, without liability to themselves.

#### 6. CONDUCT OF THE SESSION

The Client(s) acknowledges that during a session he/she is required to submit to reasonable instructions and leadership of **Style and Tone** coaches and that persons attending the sessions are entitled to a high standard of conduct and regard for personal well being on the part of all clients. For this reason the client acknowledges that there may be circumstances in which, for the reasons of safety and without the need to give reason, a client may be asked to leave the session, if necessary against their will. Circumstances in which this might occur are instances of abusive or disorderly conduct; intoxication.

#### 7. LIABILITY

**Style and Tone** make every effort to minimise risks to clients and ensure the clients coaching will minimise these risks. Consequently the client acknowledges that such risks exist and that there may be circumstances in which an accident could occur and that the client takes responsibility for such accidents. However should it be shown that the accident has occurred due to the negligence of **Style and Tone** coaches, then **Style and Tone** accept liability for the accident. The client also acknowledges that other loss, damage and expense howsoever arising is not the responsibility of **Style and Tone** and that **Style and Tone** liability is hereby limited.

The Client further acknowledges that **Style and Tone**, having negotiated Liability Insurance for all of its activities, expects it's clients to rely, where appropriate, on that insurance cover to mitigate any losses accordingly.

#### 8. COMPLAINTS

In the unlikely event that a client has cause for complaint about a session, such complaint should be addressed to Julie Baldwin on the day in order, so that corrective action can be taken at that time. However should a problem not be resolved the complaint should be made in writing within 28 days from the close of the session attended. To the extent permitted by law, **Style and Tone** will not be liable with respect of claims first initiated later than the 28 days from the close of the relevant course.

Terms and conditions are subject to change