

There's no need to hide our Terms & Conditions in a size 3 font. The fact is, we **want** you to know these things when you do business with us, so here are some things you should know, loud and proud in size 12 (Arial Nova Condensed, if you must know). We also think these things should be easy-to-understand so we use plain English rather than lawyer-speak. But, if anything is unclear, do let us know.

Booking

- 1.) Thanks so much for booking with us. We're completely beside ourselves and we've written it in our diary. The booking is only confirmed though when we have received a Purchase Order from you, or written confirmation from you of the booking (email is fine). A thumbs-up emoji will not secure the booking no matter how much we like your style.
- 2.) When you send us a Purchase Order or written confirmation of the booking, we will take that to mean that you accept these Terms and Conditions.
- 3.) Travel expenses are payable for courses delivered more than one hour's travel from our registered office address. For courses delivered more than two hour's travel from our registered office address, accommodation expenses may also be payable.
- 4.) Courses delivered outside the UK will incur a £450 surcharge (in addition to travel and accommodation expenses) to cover the excess travel time, expenses and taxes we incur due to foreign travel. We love visiting you, we just wish you lived closer!

Invoicing and Payment

- 5.) Our payment terms are thirty (30) days. We will typically invoice the day after you've received a training session, or the day after your first coaching session.
- 6.) We don't want to make invoicing and payment too fiddly, so if you've booked a batch of coaching sessions, we will invoice you for all of them after your first session, rather than sending a separate invoice for each session. People find it annoying when we do that.
- 7.) If you don't pay in thirty days, not only will we use one of the milder swear-words, but we reserve the right to charge interest on our invoice at the Bank of England base rate plus 2% (or at 2% if the base rate drops below zero).

Cancellations & no-shows

If we cancel

- 8.) In the extraordinarily unlikely event that we have to cancel the training we will aim to give you as much notice as humanly possible, and you will not be charged. That said, we will not be liable for any additional expenses you may have incurred (e.g., room hire, travel, circus performers, etc.).

- 9.) If we do have to cancel, we will work with you to re-book the session for the next available opportunity and at no additional cost to you. We will, of course, honour the original price too.
- 10.) You booked The Everyday Project Manager and by Jove, you will get The Everyday Project Manager! We will not sub-contract the work to another provider. Accept no substitutes.

If you cancel

- 11.) If you cancel the training, we will be very sad. However, provided you re-book the training for an alternative date, or you provide more than ten business days' notice, you will not be charged.
- 12.) If you cancel the training within ten business days¹ of the agreed training date, we consider that to be late notice, and certainly too late for us to realistically achieve another booking, which means we'll have made a loss. We will therefore still need to invoice you for 25% of the total cost if the cancellation is made between 6 and 10 business days out, and 50% of the total cost if the cancellation is made within 5 business days of the agreed training date.
- 13.) You may be liable for any expenses that we have already incurred (e.g., travel and hotel accommodation) though we will do our damndest to get a refund so that we do not need to pass this cost on.
- 14.) Again, we will work with you to re-book the session for the next available slot. We will also aim to honour our original price whenever we can, but we cannot guarantee this.

On the day

- 15.) We know you are all ace. But we all have off-days and, in extreme circumstances, if an attendee is unable to participate or contribute to the learning on the course, we may ask them to leave. This includes inappropriate behaviour and actions that are detrimental to the learning received by other participants on the course.
- 16.) All participants will need a good understanding of English to be able to fully participate in our courses (because we speak a little German and a little Spanish, but not enough to get through the course. Our grasp of French would offend most people).
- 17.) Our training courses are designed to provide information – not advice. How you use that information and implement the things we teach on the courses and in coaching sessions is down to you. The Everyday Project Manager Ltd bears no responsibility.

¹ A lot of people seem to consider a business day as any day when the Banks are open for business in London. It depends on your business, we suppose, but to be clear, this is the definition we'll work with.

Content and materials

- 18.) Unless we say otherwise - in writing - all of the content, templates and course materials are the intellectual property of The Everyday Project Manager Ltd. We're afraid you can't copy, reproduce or (especially!) use them commercially without our permission.
- 19.) If we do give permission to use them, that is all we are doing. Permission to use our materials does not mean transfer of intellectual property or title rights. You just get to use them for the purpose we agree.
- 20.) Any templates we provide, either directly to you or via our website, are provided on an as-is basis. Any errors or liabilities that result from using them are your own responsibility. However, if you do spot an error with the templates themselves it would be great if you could let us know so we can fix it and improve it for others that may use it.

That's it. We can't think of anything else. But if you are happy with those points, we should get along famously.

If you would like more information on how we do business, just email hello@everydaypm.co.uk.

These Terms and Conditions were last updated on 08 May 2024. Seems like yesterday.