

Terms and Conditions

Booking Conditions and Information

- Mediation4 requires mediation, conflict coaching and workshop bookings to be confirmed in writing along with a valid purchase order number at least two weeks in advance of the agreed date.
- Mediation4 will provide joining instructions to workshop attendees 1 week prior to the date of the workshop.

Payment

- Invoice will be submitted on completion of the mediation or conflict coaching service or in-house workshop delivery. Invoices for attending open workshops will be submitted prior to the workshop. Payment is required within 14 days of receipt of invoice.
- No VAT is charged unless otherwise stated.
- For training workshops the course fee covers training and workshop materials. For workshops where the fee also includes access to the additional AGREE tools and 3 months phone or email mentoring support, the support will commence on the next working day after attending the workshop.

Cancellation - training

- In house course - Cancellation by the client will be subject to cancellation charges as follows:
 - More than 10 days prior to commencement of course: any direct costs incurred
 - 10 or fewer working days prior to commencement of the course: 50% of course fee
 - Less than 48 hours prior to commencement of the course: 100% of course fee
- Public course - Cancellation by the client will be subject to charges as follows:
 - 20+ working days prior to commencement of the course: £75 administration fee
 - 10-19 working days prior to commencement of the course: 50% of course fee
 - 9 or fewer working days prior to commencement of the course: 100% of course fee
 - Delegate substitutions will be accepted without charge

Cancellation and postponement – mediation and conflict coaching

- In the event of cancellation or postponement received by Mediation4 in writing:
 - More than 14 days before the mediation / conflict coaching was due to take place, Mediation4 will be entitled to any irrecoverable expenses.
 - Fourteen days or less but more than one working day before the mediation / conflict coaching was due to take place, Mediation4 will be entitled to 50 per cent of the mediation fee and all expenses incurred in relation to the mediation / conflict coaching.
 - Less than one working day before the mediation / conflict coaching was due to take place or less, Mediation4 will be entitled to 100 per cent of the mediation fee and all expenses incurred in relation to the mediation / conflict coaching.

Intellectual property

- The intellectual property rights in the workshop and associated materials, presentations and tools, are and will remain the property of Mediation4. Your organisation shall not cause or permit anything which may damage or endanger the intellectual property of Mediation4 or any other intellectual property of Mediation4.