

**Client care and Terms of Business:**

***Please keep it in a safe place for future reference.***

**1. General matters:**

These terms constitute our agreement to provide Personal Language Training/TrainerShare services unless otherwise agreed in writing by us. The agreement will continue until you/we end it or you/we supersede it, you end your instructions, or you/we end it otherwise.

Attached to these terms is a programme (“*Personal Training Plan*”) that contains details specific to your experience day. The programme forms part of these terms.

If we agree additional and/or revised terms, these will be set out separately in writing by letter, quotation, or revised schedule. If there is any conflict between these standard Terms of Business and the additional and/or revised terms, the later terms will prevail. We reserve the right to alter the terms of this agreement because of legislative or other changes. We will notify you of the amendments in writing.

This agreement shall be subject to the laws of England and you agree to submit to the exclusive jurisdiction of the Courts of England and Wales.

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| <b>Responsible person</b>          | Nikki Oliver Pentucci 01483 768500   |
| <b>Course Fees:</b>                | The booking fee covers refreshments on arrival, all ingredients, equipment, programme folder with recipes, teaching/learning resources, two course meal with wine (two bottles per party of 6). Lunch usually includes some of the dishes made by the participants.  |
| <b>What Is And Is Not Included</b> |  |
| <b>Materials</b>                   | Course materials produced by Fluentintuition Ltd are included in the fee.  |
| <b>Booking</b>                     | Once you have completed the booking form and we have registered your booking, we will invoice you and ask you to arrange payment. Once payment has been successfully processed your booking is confirmed. Places on any of our Cook & Talk courses are only reserved after full payment has been received and cleared. |
| <b>Invoicing</b>                   | At contract commencement.  |
| <b>Billing</b>                     | The amount due is payable in full.   |
| <b>Payment</b>                     | On presentation of invoice. You can settle your bill by payment in cash, cheque or direct funds transfer into the firm’s Client Account detailed on your invoice.  |
| <b>Credit/debit card</b>           | A transaction fee of 3.5% will be charged for credit/debit card payments   |
| <b>VAT</b>                         | No Vat is payable.   |
| <b>Refunds</b>                     | All places must be booked and paid for in advance. Bookings are non-refundable unless an event is cancelled.   |

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| <b>Cancellation</b>                   | We reserve the right to cancel or alter any course dates , and in this case all participants will be notified and will be able to transfer to an alternative date or receive a full refund if cancelling the booking.   |
| <b>Trainer absence</b>                | In the event the trainer is unable to attend the session due to illness or force majeure every attempt will be made to advise the client in good time wherever possible. Rescheduling of the session will be by mutual agreement.   |
| <b>Changes to booked trainer</b>      | Circumstances may require that event trainer change from those booked to teach. Provided a trainer of equal standing is secured, participants will not be notified in advance. If a replacement is unavailable the session will be rescheduled.   |
| <b>If you need to change the date</b> | All bespoke group courses are transferable to an alternative date up to 28 days before the cookery course; after that date if any delegates are unable to attend we would ask you to send someone else in their place. We are unable to offer refunds.  |
| <b>Late payment</b>                   | Payment is due on acceptance of the Business Terms unless otherwise agreed. If we agree additional and/or revised terms, these will be set out separately in writing by letter, quotation, or revised schedule. fluentintuition Ltd will charge interest on the bill at 4% above the Royal Bank of Scotland base rate from the date on which the bill is due if you do not pay your bill within this time. fluentintuition Ltd will charge interest on a daily basis. |
| <b>Additional costs</b>               | Bespoke courses can be arranged at the client's premises. Additional costs of training hours, travel, subsistence, expenses and accommodation for weekend and antisocial hours to be agreed. Minimum duration 180 minutes unless agreed otherwise.  |

**Please complete the acceptance slip, sign and return with your payment to fluentintuition Ltd at the address listed below.**

If you have any queries regarding the proposal, schedule, terms or payment, please contact:  
**Nikki Oliver Pentucci**, [Nikki.op@fluentintuition.co.uk](mailto:Nikki.op@fluentintuition.co.uk), **01483 768500 or 07912 420035**  
 Thank you.



Woking  
Surrey  
GU21 6JD

Our ref:  
Issue date:

I hereby acknowledge receipt of fluentintuition Ltd’s Training Programme detailing the Terms of Business and my agreement hereto.

Signed by:.....

Name: .....

Position:.....

Date: .....

Fluentintuition Ltd Little Gorsewood Cottage, Saunders Lane, Mayford, Surrey GU22 0NT reg. no 6335096 Cardiff  
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