

**Terms and Conditions between:**  
**FUTURE SALES FACTORY LTD (“PROVIDER”) and all clients**

**Provision of Services**

These terms and conditions are around the provision of any of our services, including but not limited to: Public Courses, In House Courses, Conference and Event Speaking, Coaching, Online Training, Video Production and Consulting. The agreement will be enforceable under the laws of Scotland.

Any payment schedule does NOT include –

- VAT where applicable
- Behavioural Instruments where used
- Travel and Accommodation
- Reasonable expenses

**In House Training Terms**

- Once dates are agreed, they become confirmed and applicable for invoicing only 30 days prior to the agreed date
- Dates can be postponed once, to a mutually agreed date within 6 months of the original date, after this 6 months has passed, the contract will be assumed cancelled by the client and full payment will be retained
- Invoice will be raised on or after the originally agreed date of each session
- Invoice will be paid 30 days after submission
- Late payments will receive 1 reminder after 7 days
- Late payments will incur standard late payment fees of 25% of the invoice value per month after the request for payment
- Invoices which are 6 months overdue will be submitted to our debt collection agency without notice
- Cancellation is in writing from either party with 1 month notice from first date of course
- Gross misconduct, or integrity issues will result in immediate cancellation from either party
- Force Majeure Policy is in effect, meaning that circumstances of war, plague, virus, flood, fire or natural disaster which disable the provider from completing the task will not result in cancellation or refund

**Public Course Training Terms**

- Once a booking is received and accepted it is confirmed and eligible for invoicing
- Once an invoice is raised, a cancellation fee of 50% of the invoice amount is applicable until 30 days prior to the course, at which point the cancellation fee is 100% of the invoice amount
- The course place is for the client business and the delegate name can be changed at any time up to the start of the course
- Courses can be deferred once, to a mutually agreed date within 6 months of the original course date, after this 6 months has passed, the contract will be assumed cancelled by the client and full payment will be retained
- Invoice will normally be paid 30 days after submission or at least by the date of the course
- Late payments will receive 1 reminder after 7 days
- Late payments will incur standard late payment fees of 25% of the invoice value per month after the request for payment
- Invoices which are 6 months overdue will be submitted to our debt collection agency without notice
- Gross misconduct, or integrity issues will result in immediate cancellation from either party
- Force Majeure Policy is in effect, meaning that circumstances of war, plague, virus, flood, fire or natural disaster which disable the provider from completing the task will not result in cancellation or refund

**In House Refund Policy**

Refunds will only be applicable in the case of substandard work by the provider. In the event of substandard work, then the provider must be informed by the client within 48 hours of the event. Examples and specifics of the substandard work must be given and in this case we will either cancel our invoice, or in the case of pre – payment a full refund will be issued.

**Public Course Refund Policy**

At the end of the session, the delegate will be asked if the course was a useful way to spend their time. If the answer is “No” then the course fee will be refunded in full within 30 days.