

Terms and conditions.



Our Fees

The fee for our services will be as shown on your quotation. An invoice will be sent to you to acknowledge your booking.

Our Terms Of Payment

Payment is required within the period shown on your invoice.

Substitutions & Cancellations

If you need to cancel your booking your cancellation must be received, in writing, at least 30 days before the event. If payment has been made a refund will be arranged. If payment has not been made the booking will be cancelled. Please see below for the appropriate charge in the unfortunate event of cancelling your booking:

30 days prior to the event 30% +VAT
29 days or less prior to the event 100% +VAT

Incurred expenses for example, for print, travel and accommodation will be invoiced at cost. Your confirmation to proceed with your project constitutes a legally binding contract.

PSL Business Consultants Ltd and any associate sub-contractor whom we may appoint for the delivery of your project accept no liability for loss to any person acting or refraining from action as a result of the information disclosed during the event.

About PSL

We believe that clients' needs can best be served by a firm of specialist consultants. We like to build long-term relationships with clients, so that they know and trust the consultant who looks after them and are comfortable in dealing with our employees.

PSL Business Consultants is a Limited Liability Company based in the United Kingdom. Company Registration Number: 3762381

About Your Project

The team involved with your project will be shown on your quotation.

About Our Charges

Our charges will clearly outlined on your quotation.

Charges are primarily based upon the time spent. Time spent on your project may include meetings with you and perhaps others; considering documents and/or working preparation of training materials or other documents; letters; making and receiving telephone calls and any time spent travelling. We reserve the right to charge travelling expenses at cost and at 45p per mile by road and photocopying expenses at 35p per A4 sheet. If for any reason your matter does not proceed to completion our charges will be based on work done at the hourly rate plus expenses.

Excusable Delay or Cancellations (Force Majeure)

If our delivery is delayed for reasons beyond our control, you or we may extend the period by up to three months following the booking date. We accept no liability or claims for consequential losses if we are unable to travel or deliver training in the event of travel delays, cancellations, accident, illness or any other reason outside of our reasonable control.

Late payment

Our invoices are due on the date shown on your invoice.



We do not normally charge interest on overdue accounts but reserve the right to do so at 4% above Bank of England Base Rate, from the date of invoice, if it has not been paid within 28 days. If you have any query about any invoice please contact your lead consultant immediately.

Other party's charges and expenses.

It is important that you understand that you will be responsible for paying our bills. This may include travel expenses, print of material, graphic design or other expenses.

What If Something Goes Wrong?

We hope you will have no reason to complain about our service, but if you do, please initially speak to your lead consultant. It is helpful if you write to him/her telling explaining what has gone wrong and what you think should be done to rectify matters.

Storage Of Papers And Documents

After completing the work we are entitled to keep all your papers and documents while there is money owing to us for our charges and expenses. We will keep our file of papers (except for any of your papers that you ask to be returned to you) for no more than six years from the date of the final bill.

Termination

You may terminate your instructions to us in writing at any time, but we will be entitled to keep all your papers and documents while there is money owing to us for our charges and expenses. We may decide to stop acting for you only with good reason, for example if you do not pay an interim bill or comply with our request for a payment on account.

Continuing Obligation

This Agreement will expire ten years after the Effective Date prior written notice is given by us.

Training materials. Intellectual property.

PSL training materials, reference materials and documentation sent to you by email, in printed format or any other way will remain our property. It may not be used by you for any purpose other than for the specific staff that we have trained on your behalf. You may not copy and reuse the materials for any other purpose, unless we have given you written permission to do so. This will be detailed in your quotation. The materials must not be shown to or distributed to any party without our permission.

Third party Materials.

PSL accepts no liability for recommendations made to you or your employees to purchase or obtain books, audio-books, videos or any other material from any source.

Conclusion

Unless otherwise agreed, these terms of business apply to any future instructions you give us. These terms may only be altered in writing by a Director of PSL. Your continuing instructions will amount to your acceptance of these terms and conditions of business.

All projects are subject to the above terms and conditions and your acceptance of them constitutes a legally binding contract under English law. You will be deemed to have accepted the terms and conditions at the time of booking unless we hear from you within seven days of our sending you this document.