

# Good2Great Ltd - Terms and Conditions

**Purchase Contract:** All purchases made on this web site are governed by these Terms and Conditions. The Terms and Conditions governing any given purchase will be those in effect at the date of your order. If you order goods after we have published the changes you will be bound by those changes. Accordingly, you should check prior to each order to ensure that you understand the precise terms and conditions applicable to your purchase. To assist you in determining whether the Terms and Conditions have changed since your most recent order we will display the date when these Terms and Conditions were most recently updated.

We will confirm acceptance of your order. This will occur either by message on the website immediately after you have confirmed your order, or by us sending an e-mail to the email address you have provided to us. We may do both, in which case the acceptance will occur on whichever arrives sooner of the web message and the email. At this point the purchase contract will be made and we will supply the goods to you in accordance with your order and these Terms and Conditions.

**Prices:** All prices quoted are in UK Pounds and are exclusive of VAT which will be charged at the current rate. The price of the goods will be as quoted on the web site at the time you confirm your order (usually by clicking the “checkout” or “buy now” button) subject only to any inadvertent technical error for which we will not be liable. If you subsequently amend your order, the prices charged will be those applicable to the amended item(s) at the time that the amended order is confirmed. Please note that as promotions are offered for a limited period of time subsequent amendments to your order may mean that certain promotions are no longer being offered.

The price of the goods does not include a charge for delivery.

**Availability:** Although we endeavour to ensure availability of places on courses, in workshops and on coaching programmes, this cannot be guaranteed so that by acknowledging receipt of your order we are not creating a binding contract to supply what you have ordered.

In the event of unavailability for whatever reason, we will advise you of our position when we receive your booking and we will await your subsequent instructions.

**Copyright:** The copyright of any material issued by Good2Great Ltd as part of or in connection with any training, coaching and other support given will remain with Good2Great Ltd. Any such materials must not be reproduced or distributed in any form or by any means without the written permission of Good2Great Ltd.

**Complaints:** If you are in anyway dissatisfied; complaints and variations to agreed work must be raised with your coach immediately, allowing them two weeks to remedy your concerns. If you feel your concern has not been remedied please notify the Operations Manager at Good2Great Ltd allowing a further two weeks for investigation and resolution. If no satisfactory resolution is identified you may cancel the agreement with immediate effect in writing to Good2Great Ltd. All fees must be paid up to the date the complaint was first raised.

**Warranty and Liability:** Training, Coaching and Materials should not be taken as a legal, financial or other professional advice outside of our expertise.

Good2Great cannot accept responsibility for any action taken by delegates in reliance on the matters set out in our Training, Coaching and Materials, and we exclude any liability to you (to the fullest extent permissible in law) for any loss, expense, or any other claim incurred or suffered by you. Other than in circumstances of a breach by us of our contractual obligations to you (in which case the extent of our liability to you is limited to the price paid by you).

Date: Friday 20<sup>th</sup> December 2020