



PERSONAL BRANDING

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TERMS AND CONDITIONS

1. The client shall keep confidential all information relating to the business of Robyn Young (Brandheart). All notes and other material relating to the process become the sole and absolute property of the client, and the client undertakes not to disclose, duplicate or distribute any of these materials. The client undertakes not to utilise any of these notes, formats or ideas used by Brandheart for the client's financial or professional gain.
2. Brandheart services are advisory and the client bears sole responsibility for implementation of these services. The client is not duty bound to take and/or act on the advice or information passed on by Brandheart, and if the client does, the client does this at their own risk.
3. Unless otherwise stated in agreements, contracts or quotes, all time spent working for a client is charged at the agreed rate. Time spent includes, consultancy visits, client meetings, research, presentations, writing and delivering training courses and production of presentation or course materials.
4. Unless otherwise stated in agreements, contracts or quotes, all materials and expenses incurred relating to delegate packs, handouts, venue costs, travel, accommodation, hire of equipment or any other expenses relating to providing the service are charged at cost.
5. If the client is not fully satisfied with the services received, it is the responsibility of the client to notify Brandheart so that the parties may work together to rectify the problem.
6. All charges are due in advance of the service being provided. Payment of at least 50% of the fee serves as confirmation of the booking, and it must be paid within 7 days of issue of an invoice. The remainder of the fee is due on or before the date of delivery of the engagement.
7. Cancellation fees will be charged as follows:
 - Within 15 days of the event above, 100% of the above fee will be payable.
 - Between 15 days and 30 days, 75% of the above fee will be payable.
 - More than 30 days, 50% of the above fee will be payable.
 - Should you have to cancel the event we will endeavour to credit payments made to future work commissioned by yourselves.
8. This agreement constitutes the sole contract between the parties and no alteration, variation or extension from any of these terms and conditions whatsoever shall be of any effect unless recorded in writing and signed by both parties.
9. Work required beyond the scope reflected in the signed proposal may be subject to further costs.