

Terms and Conditions - The Sales Lady Ltd

1. Introduction

Welcome to The Sales Lady Ltd - a sales training, coaching and mentoring services organisation. We are excited to help you “unlock your sales potential” and grow your business. Please take a moment to review our terms and conditions.

2. Service Description

We provide expert sales training services, including workshops, webinars, coaching and mentoring programs, designed to help you improve your sales techniques and achieve your goals.

You are aware that the coaching and mentoring is in no way to be construed as psychological counselling or any type of therapy. Coaching results are not guaranteed. You enter into these agreements with the full understanding that you are responsible for creating your own results.

3. Registration and Payment

To join our training programmes, you need to pay the specified fees. We offer a pay in full option or a split payment option, and all fees and payment terms are clearly outlined at the time of the booking. A payment is always due in advance of works starting and to secure dates.

4. Cancellations and Refunds

If you need to cancel or reschedule your training day, please let us know as soon as possible. We will do our best to accommodate your request.

If training days are cancelled within 7 days notice then a 50% payment will be due.

If training days are cancelled within 48hrs notice then 100% payment will be due.

A non-refundable deposit is required as specified during the booking of our services.

The deposit becomes refundable only if we cannot deliver the services as promised for coaching and mentoring programs. While a no-refund policy is in place, a conversation can take place in exceptional circumstances.

Because of the time, scope and nature of our work, our policy is that the initial term is 6 months and thereafter it will be re-assessed as to what further work is required and at that point, a new quotation will be provided for your approval.

5. Confidentiality

Your privacy and the information you share with us are important. We will keep all your data and discussions confidential, as outlined in our Privacy policy on our website.

We recognise that anything you share with us, is regarded as confidential, whether it is business or personal information. We do not, at any time, (unless required to do so by law), either directly or indirectly, use or disclose any information that you share during their sessions. For further details regarding this please refer to our Code of Ethics (available on request).

6. Intellectual Property

The training materials and content provided are for your personal use and should not be shared or used for commercial purposes without our written consent.

7. Code of Conduct

We promote a respectful and professional learning environment. Any disruptive behavior will not be tolerated.

8. Changes to Services

We may update or modify our services, schedules, or content. We will inform you about any significant changes.

9. Termination

We reserve the right to terminate services if a breach of these terms occurs.

10. Contact Us

If you have any questions or concerns, feel free to contact helen@saleslady.co.uk.

Thank you for choosing The Sales Lady for your sales training needs. We look forward to helping you succeed in your business.