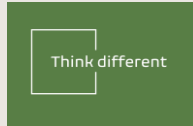


**Think Different Consulting – change your mind, not the child.**



## **Terms and Conditions**

### **Initial Contact**

After initial contact, we will agree via email as to the services I will provide. If we speak on the phone or on Skype/Zoom/Teams etc, as a part of that process, I will send you an email following our conversation summarising what was said and suggest any next steps or summarise what we have agreed.

### **Fees**

After initial discussion, and agreement upon services required, Think Different Consulting will quote fees. Please see **Think Different Consulting Services for Families** and **Think Different Consulting Services for Schools/Colleges** for further information.

In addition to my fee, if using transport or paying for parking, I will also invoice you for my travel costs. For mileage more than 5 miles per visit from my home (BN41 1XU), I will invoice you at a rate of 46p/mile.

### **Booking**

Once you are happy with what we have discussed, we will schedule a mutually suitable date(s) for the commencement services in our diaries, coordinating with other service providers if required (e.g other professionals). Once we have agreed the date(s), we will be contractually obliged to each other. Think Different Consulting will be contractually obliged to provide the services we have agreed, and you will be obliged to pay Think Different Consulting for those services and the associated expenses.

If you are a school or college booking me to work directly with children or young people, and/or observe children or young people, you are responsible for getting written consent (via email or existing consent forms you may use) from the appropriate parent or guardian. You must obtain this in advance of the first visit.

If you are the parent/guardian directly booking work with me, I will ask for your consent via email before my first session with your child (observing and/or

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working with them 1:1). This will be within the **Think Different Consulting Consent Form** that I ask you to sign and return to me.

We will discuss any written information you will provide me with about your organisation or child. I will outline information I will share with you, such as reports, or minutes of meetings. This information exchange may be ongoing throughout our work together. Please see **Think Different Consulting Data Protection and Retention Policy** for further information about how data is stored. I will ask for your written consent to process and store this information via the **Think Different Consulting Consent Form**.

## Online or Face-to-Face Training

I hold a full Teams account (although am happy to use other platforms).

I will agree with you, before any training:

- How attendees will be invited to the training and any subsequent data stored
- How attendees will access the training if online
- Any housekeeping and/or confidentiality rules that need to be shared with attendees at the start of the training
- Slides or documents to be shared with attendees before the training
- How feedback will be collected, stored and presented to you (if required)

When booking for face-to-face training it is your responsibility to ensure that the venue that I present at is suitable for a presentation to the number of attendees agreed. I can bring a laptop and PowerPoint, so require a screen and projector, power source and, if possible, speakers, all of these to suit the needs and size of the audience. I am happy to email slides to you in advance if you require.

## Cancellation

If you cancel a booking, I will try to reschedule when the reason is unavoidable. However, if the cancellation is five working days or less prior to the booking, I reserve the right to charge you 100% of the fee plus any expenses already incurred. If you cancel within a calendar month of the booking, I reserve the right to charge you 50% of the fee plus any expenses already incurred. If you cancel with more than a month's notice, I will not charge you for the services but will charge any expenses that have already been incurred.

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If I have to cancel a booking, I will endeavour to give you as much notice as possible and will reschedule the booking to the nearest convenient time for us both.

## Payment

I will send an invoice within three working days of completing work. Payment is required within 30 days. If for some reason you will not be able to make payment within 30 days, please let me know in advance. If payment is late by more than 45 days, I reserve the right to add a 20% additional charge to the original fee and if payment is late by more than 90 days this charge may increase to 50% of the original fee.

If you are an organisation and require me to fill in any further forms to ensure timely payment, please make sure I have these forms ahead of the booking so that you avoid the late payment charges detailed above.

## Employment status

- I am a self-employed sole trader
- It is my responsibility to ensure tax is paid
- Think Different Consulting have a UTR, (Unique Tax Reference)
- Think Different Consulting will not be paid through PAYE
- Think Different Consulting (Sadie Gillett) holds an enhanced DBS (Disclosure and Barring Service) and can provide you with a copy of this if required

## Accepting this document

Upon receipt of this document please confirm that you have read and accept the terms. Unless you state otherwise in our emails, I will take our continuing correspondence to indicate acceptance of these terms and conditions. If you have any concerns about the stipulations laid out in this document, please let me know so that we can discuss and resolve any issues.

Thank you.

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