



The small print

Our terms and conditions are as simple as we can make them.

We usually charge training by the trainer day. Few courses require more than one trainer. We are happy to negotiate daily rates on an individual contract basis.

Coaching, consultancy, dedicated research and course development normally incur a daily fee of 50% the agreed trainer day fee. We usually arrange coaching at an hourly rate of 15% the daily trainer day fee.

Mainland UK

Our fees include everything required to conduct and support each activity. We will not normally charge for trainers' travel costs and expenses. In most situations, we will not charge extra for training design or any other aspect of preparation. We ask clients to provide a venue for the training and basic training facilities: chairs, tables and sometimes bulky equipment such as flip charts, flip chart pads and projection equipment.

Rest of the World

Fees are as above, but clients are asked to cover trainers' international travel costs and expenses. If travel times exceed eight hours clients may be asked to pay for them at the day rate for consultancy.

Service Standards

We undertake to:

- respond to client requests within 24 hours
- reach the training objectives agreed with clients, failing which we will refund or conduct more training
- completely respect client confidentiality

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