

# NLP MASTERCLASS LTD

## Terms & Conditions

**Generally:** These terms relate to the courses, services and products provided for by NLP Masterclass Ltd and its other associated trading names including but not restricted to International College of Clinical Hypnotherapy or ICCH.

### 1. Prescribed policy documentation

a. **Equal Opportunities**

NLP MasterCLASS is an equal opportunities organisation, offering non-discriminatory support to ex-students, current students and staff members.

b. **Confidentiality**

Records of personal details are kept confidential, unless we are required by law to divulge them.

c. **GDPR and Data**

Records of personal details are kept in accordance with GDPR and data protection and the company will correspond on occasions related to events and other products and services offered. Participants may opt out of such correspondence.

d. Please see our [Privacy Notice page](#).

### 2. Booking conditions.

a. Booking can be made online via the website using a variety of payment platforms or paid direct to bank by request.

b. All correspondence related to the event will be made to the e-mail address used at the time of booking.

### 3. Payment

a. Full pre-payment of courses is required before attendance will be allowed.

b. On occasions part or staged payments may be offered, payment terms will be clearly displayed, and direct debit, standing order or card staged payments must be made on the dates agreed.

c. In the event of failed or declined payments, NLP MasterCLASS reserve the right to claim the full balance due and participants agree to cover any costs related to recovery.

d. If a student fails to pay the balance due as determined by the offer, all early bird or promotional discounts will be forfeit and the full standard price will be due.

#### **4. Booking confirmation**

- a. You will be sent a booking confirmation by email on receipt of your payment which will contain details of the location, start times and other relevant details.

#### **5. Course attendance**

- a. Participants grant permission to the rights of any images, likeness and sound of their voice as recorded on audio or video without payment or any other consideration. Images may be edited, copied, exhibited, published or distributed and participants waive the right to inspect or approve the finished product wherein their likeness appears. Additionally, they waive any right to royalties or other compensation arising or related to the use of their image or recording. This material may be used in diverse educational settings within an unrestricted geographic area. There is no time limit on the validity of this release nor is there any geographic limitation on where these materials may be distributed.
- b. Students attending the Licensed NLP trainings also receive membership of the Society of NLP and will also be required to complete a registration form, sign a License Agreement with the Society of NLP and have their photo taken for society records before granted entry to the course.
- c. You are required to attend at least 80% of the NLP course to be eligible for certification.
- d. Passes for all certification courses are solely at the discretion of the trainers.
- e. Where courses include supervision and examinations the details are covered on the company's website, certification is based upon pass criteria and not solely attendance.
- f. Additional supervision support is available for selected courses, the cost of which is not included for within the course fees.
- g. Participants agree not to record or report any of the event in any media without our express written consent and our right to edit or veto any agreed recordings. If a participant violates this agreement and does so for-profit without prior written agreement NLP MasterCLASS claims the right to all royalties or other compensation arising or related to the use of their image or recording plus the participant agrees to cover any costs related to the recovery of any such royalties or compensation.

#### **6. Cancellations**

- a. If you need to cancel your booking you will be refunded your fees less a 15% or £75 administrative fee (whichever is the least) to cover card

handling fees and administration costs providing you provide this in writing to [info@nlpmasterclass.co.uk](mailto:info@nlpmasterclass.co.uk) no later than 30 days before the event.

- b. Any cancellations made within 30 days of the start of the event are non-refundable. NLP MasterCLASS Ltd may at their discretion roll the training over to another training.
- c. We reserve the right to change the details of the program in the event of unforeseen circumstances without prejudice.
- d. These conditions do not affect your statutory rights.

## **7. Overseas visitors**

- a. Please ensure you have the authority to travel prior to booking the event. We are unable to liaise with the Visa authorities on your behalf. Our assistance to any third party is limited to confirmation of booking of the respective event.
- b. Any booking that you make is subject to our standard terms and conditions, we recommend that you obtain any necessary Visa as required prior to booking.

## **8. Course disclaimer**

- a. All delegates will be required to complete a disclaimer prior to attending a workshop, acceptance is at our sole discretion and we reserve the right to refuse admission to anyone without prejudice for any reason whatsoever.
- b. The workshop/seminar/event may contain adult language. No audio or video recording/taping allowed by students. NLP MasterCLASS Ltd reserve the right to record the training and reserves the rights to use any recordings for marketing and website purposes.
- c. All performances are protected under U.K. and international copyright law.
- d. By attending a seminar, training or course the student consents to photography, audio recording, video recording and the possible release, publication, exhibition, or reproduction to be used for news, web casts, promotional purposes, telecasts, advertising and inclusion on web sites.
- e. By entering the event premises, you waive all rights you may have to any claims for payment or royalties in connection with any exhibition, streaming, webcasting, televising, or other publication of these

materials, regardless of the purpose or sponsoring of such exhibiting, broadcasting, webcasting, or other publication.

## **9. Ownership & quality of information**

- a. Legal and beneficial title to all intellectual property rights existing in any documentation, data, know-how, methods and concepts, used or developed by us in providing the services, shall belong to and remain vested in us.
- b. Course syllabus may vary at the discretion of the trainers.
- c. All conditions or warranties (whether expressed or implied by statute or common law or arising from conduct or a previous course of dealing or trade custom or usage or otherwise) as to the quality of the session materials we supply or their fitness for a particular purpose (even if that purpose is made known expressly or by implication to us) are expressly excluded.

## **10. Other points**

- a. NLP MasterCLASS Ltd reserve the right to remove any attendee from the venue in the event of abuse, disruption or any event the company regards as having an adverse or negative effect on the training and the wellbeing of other participants. Anyone excluded will not be eligible for refunds for part or all of their course fees.
- b. If a training is cancelled or rescheduled due to unforeseen or extenuating circumstances student will be offered either a refund or to reschedule to another event pro -rata to the duration of the event that is cancelled or reschedules. Any such changes are without prejudice and participants will not be eligible to claim any other costs related to attending the event. The company will give notice to the e-mail address given at the time of booking.
- c. All correspondence related to any issues must be made in writing to [info@nlpmasterclass.co.uk](mailto:info@nlpmasterclass.co.uk)
- d. All trading is carried out under UK law and in the event of any disputes will be referred to UK laws.