



The Exceptional Team Rebuild workshop - How we work together

After you contact us

We will send you a proposal setting out:

- A record of your event details, dates, timings and other key information about the event including your aims.
- A fixed price for our involvement and an outline of any expected expenses.
- What you can expect from us/how we will work together.
- What other clients think of working with us.

What to expect

What you can expect from us:

- We will carry out the services outlined in our proposal.
- We will do our absolute best to meet your requirements and will advise you if we consider any of them are unreasonable or unattainable.
- We will act professionally, with honesty and integrity.
- We will handle your data lawfully, fairly and transparently.

What we expect from you:

- You will pay the fee outlined in our proposal (plus vat):
 - Half within 7 days of your acceptance to reserve the dates.
 - The rest (and any expenses we incur) within 14 days of delivery of the first session.
- You will reply to requests for information quickly.
- You will let us know immediately if:
 - You think we may be missing relevant information.
 - You want to change any element of this proposal or no longer wish to continue.
- You will act professionally.

Sharing information

- You will allow us to publicise our involvement in your event as we are proud to be working with you.



- You may not take, share or copy any presentation, audio, stills or video recordings of the event, or event materials without our consent. You may not store our presentation or event materials on an intranet or database without our consent. You may share quotes and stills on social media provided you also include our social media links.
- Copyright in any presentations or event materials belongs to AWD Development Solutions Ltd.
- Copyright in those photographs or recordings belongs to AWD Development Solutions Ltd. and you will provide us with a copy of any photographs and recordings for our use.
- We will both keep information provided during this project confidential, unless we need to use it for the event, it is public or we are required by law to disclose it. We will sign a mutual non-disclosure agreement terms if needed.
- We will take the security of your data seriously.

Changing dates

- In the event of cancellation by you, provided at least one weeks' notice is given, you will pay all expenses incurred and 50% of the agreed fee. Where the cancellation is given less than one week before the event, you will pay all expenses and the full fee.
- If we jointly can agree a suitable alternative date for your event or a similar event, then we may discount these cancellation fees.
- If, for reasons beyond our control, your speaker or facilitator is unable to speak at your event, we will reimburse any fees or expenses paid or incurred and will work with you to agree a suitable future date for them to deliver the services. We may propose experienced replacement speakers or facilitators, which you may choose whether or not to accept.

Satisfying your needs

- We will have a scoping discussion to ensure the event meets your needs and the aims of any wider event or programme.
- We are not liable to you for any loss or damage resulting from any actions taken by delegates after the event.
- Our liability for your other losses is limited to ten times the fees you paid. We have professional indemnity insurance to cover breaches of our professional standards of care.
- In the unlikely event that you are not entirely satisfied, please let us know in writing and give us the opportunity to repeat the event to meet your needs.
- If there is a dispute, we will try to resolve it amicably. If not the courts of England can hear our dispute and enforce any award.