



NLP4Kids Workshop Booking Form

Name of child: (Complete one form per child)	
Parents name(s):	
Child age and DOB:	
Address:	
Postcode:	
Contact telephone number:	
Contact email address:	
Additional Contact Name 1: Please give the details of someone we could contact if we are unable to get hold of you. Relationship with child:	
Their telephone number:	
In the unlikely event that we are unable to contact you, does this person have permission to collect you child? (We will ask them for the telephone number you have provided to verify their identity.	Please circle: YES / NO
Additional Contact Name 2: Please give the details of someone we could contact if we are unable to get hold of you. Relationship with child:	
Their telephone number:	
In the unlikely event that we are unable to contact you, does this person have permission to collect you child? (We will ask them for the telephone number you have provided to verify their identity.	Please circle: YES / NO

To aid us in providing the best possible service to you and your child, we will collect and safely store information about the sessions we deliver. Your rights/the rights of your child in relation to the deletion of this data, the length of time we will store the data for (if you do not request an earlier deletion), are defined on the following pages. Hand written information (such as this document) will be securely stored. Data that is stored on a computer or database will be password protected and hard drives are kept securely stored. We keep all data storage to a minimum level, avoid keeping duplicate data or holding onto data any longer than required.

Return this completed
sheet to your NLP4Kids
practitioner



Do we have your permission to escort your child to hospital in the event of an emergency if we are unable to contact you? YES / NO

Do you give you consent to medical treatment being carried out on your child in the unlikely event that we are unable to contact you? YES / NO

Does your child have any allergies or medical conditions? YES / NO

If yes, please give details (continue on a separate sheet if necessary)

Is there anything else that is important for us to know about your child?

If yes, please give details (continue on a separate sheet if necessary)

- ☐ Please use my telephone number to communicate important information with me about the workshops you conduct with my child. E.g Workshops reminder texts
- ☐ Please use my telephone number to communicate with me about additional services you offer/ information that could be helpful to me/my child. E.g One to one sessions
- ☐ Please use this email address to communicate important information with me about the sessions you conduct with me/my child. E.g How I can help them to feel better.
- ☐ Please use this email address to communicate with me about additional services you offer/information that could be helpful to me/my child. E.g Regular newsletters/articles

I have read and understood the terms and conditions overleaf

Parent/Guardian Name:

Signature:

Date:

Please complete this form and return **with the video and photo consent form** overleaf plus your deposit for £ , to:

Post or email it to:

Licensee - Add a
sticky label with your
address, email,
phone number and
payment info

- Complete this booking form
- Complete the video and photo consent form (next page)
- Send your payment
- Read and keep the Terms and Cancellation form.



Video and Photography Consent Form

NLP4Kids Limited will only use and reuse video and photographs of children on our workshops if their parent/guardian freely and willingly signs and dates the latest version of our Video and Photography Consent Form (as set out below) in advance and accordingly agree to the purposes for which we wish to use and reuse their video images and audio and photographs as detailed in the Form. If parents do not wish us use video/photographs featuring their child, they should simply decline to complete the Form.

VIDEO AND PHOTOGRAPHY CONSENT FORM (LATEST VERSION)

NLP4Kids Ltd,
People Building
15 Queensway
Hemel Hempstead,
Hertfordshire,
HP1 1LS

Dear Sirs,

Permission to use photographs

I understand that NLP4Kids Limited (**the Company**) wishes to use the photographs and video from the workshop on (date: __ / __ /20__) featuring *my children (please add their names here)*

(**the Children**), of whom I confirm I am the parent or guardian for the purposes set out below.

I confirm that:

I grant the Company *exclusive* permission to use the Photographs and video *throughout the world* for *any of its commercial or non-commercial purposes in all and any media, including, without limitation, in the Company's printed publications, presentations, promotional materials, in the advertising of the Company's goods or services or on the Company's website* in its original format or edited or altered in any way which the Company deems appropriate.

I do not object to the Company:

storing copies of the Photograph and video for the Specified Purposes or to it storing my contact details on its database in case it needs to contact me in accordance with its policy stated in the terms which I have read;

This agreement shall be governed by and construed in accordance with the laws of England and Wales and the parties hereby submit to the exclusive jurisdiction of the English courts.

Yours faithfully,

.....
Parent signature

CONTACT DETAILS

Parent/Guardian Name.....Address:.....

.....

E-mail:..... Telephone:.....



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NLP4KIDS STANDARD TERMS OF SUPPLY OF SERVICES (Private Workshop)

Visit <http://nlp4kids.org/terms-and-conditions> to view a large print version of these terms and our privacy policy

In order for any child, young person or adult to really benefit from NLP they must be 100% committed to achieving the results they desire. Our practitioners can give advice, tools and strategies but they cannot make problems go away for you and as such we need the full co-operation of the person we are working with and ideally their support network too (e.g. family and teachers).

NLP is not always suitable for those with complex mental health problems or severe learning difficulties. Our practitioner will be open and honest with you and if they feel that their skill set is not a good fit for yours/your child's challenges they will point you in the right direction to find alternative help. (Usually your GP).

Some critics of NLP claim that those with more underlying, serious mental health problems may not be suited to this kind of therapy. If you are concerned that this may apply to you or your child, please consult your GP prior to and if necessary throughout the duration of any work with our practitioners. We sometimes pass our notes to GPs and other professionals when requested to do so and in some cases of concern, may contact your GP on your behalf. When data is transferred it is done so securely in accordance with the legislation set out by GDPR and the data protection laws.

In the interest of positively affecting the wider system that may have influence over a child or family's problems, we may make suggestions about how others can support the work we are doing. For example, suggesting to parents new reactions towards old problematic behaviours. This is because NLP largely relates to how one can change themselves but environment and other people can influence the rate and ability to achieve success.

The work we do isn't right for every child, family or individual. It is useful for certain situations and conditions relating to emotions and state of mind. There is evidence that suggests these kind of interventions can be useful in overcoming phobias, stress and to improve confidence and self esteem and it may also reduce the risk of returning to unwanted emotional states again in the future.

At times, treatment can be challenging so it's important that whoever we work with has a commitment to changing their thoughts and behaviour to get the best results. It requires an element of persistence, openness and bravery to get the most success from the work that we do together. Sometimes there may be uncomfortable emotions to get through before that success is achieved and the results gained will often vary dependent on the child and family's level of active participation, taking responsibility and commitment to the processes we use.

AGREED TERMS 1. INTERPRETATION

1.1 The definitions in this clause apply to these Terms:

Abreactions: shall have the meaning given in clause 5.1(c)

Force Majeure Event: shall have the meaning given in clause 10.

Order: your order for the Services as set out overleaf on our enrolment form.

Order Confirmation: shall have the meaning set out in clause 2.5.

Personal Data: shall have the meaning given in clause 15.1.

Services: the workshop services that we are providing to you as set out in the Order.

Terms: the terms and conditions set out in this document.

we/us/our: NLP4Kids Ltd whose registered office address is at People Building, 15 Queensway, Hemel Hempstead, Hertfordshire, HP1 1LS (company number: 07877288) or any of our agents or contractors or licensees or employees

you/your: any legal parent or guardian who signs and submits an Order to us under these Terms

writing or written: [includes e-mail.]

1.2 Headings do not affect the interpretation of these Terms.

2. BASIS OF SALE

(a) We consider these Terms, the Order and our price list to set out the whole agreement between you and us for the supply of the Services. These Terms only apply to our contracts with consumers.

(b) Please check that the details in these Terms and on the Order are complete and accurate before you commit yourself to the contract as these details form part of any contract between you and us. In particular, please ensure that you answer truthfully the questions raised overleaf in the Order which form part of these Terms and any contract which is formed at clause 2.5 between you and us. This is important as your answers will be used by us to decide whether or not we wish to accept your Order by issuing an Order Confirmation. If prior to or after commencement of provision of the Services we reasonably believe that the answers that you have given to any one or more of these questions is incorrect, we may on giving you written notice terminate the contract immediately under clause 12.1.

If you think that there is a mistake, please make sure that you ask us to confirm any changes in writing, as we only accept responsibility for statements and representations made in writing by our authorised employees and agents.

(c) Please ensure that you read and understand these Terms before you sign and submit the Order, because you will be bound by the Terms once a contract comes into existence between us, in accordance with clause 2.5.

2.2 Any samples, drawings, descriptions or advertising we issue, and any descriptions or illustrations contained in our catalogues or brochures, are issued or published solely to provide you with an approximate idea of the Services they describe. They do not form part of the contract between you and us or any other contract between you and us for the supply of the Services.

2.3 If any of these Terms are inconsistent with any term of the Order, the Order shall prevail.

2.4 The Order is an offer by you to enter into a binding contract with us, which we are free to accept or decline at our absolute discretion.

2.5 These Terms shall become binding on you and us when: (a) we issue you with a copy of an Order (duly signed and completed by you and by us) by way of written acceptance of an Order; or (b) we notify you that we are able to provide the Services, whichever is the earlier, at which point a contract shall come into existence between us

2.6 Any quotation for the Services is given on the basis that a binding contract shall only come into existence in accordance with clause 2.5. A quotation from us shall be valid for a period of seven (7) calendar days from its date of issue, unless we notify you in writing that we have withdrawn it during this period.

2.7 We have the right to revise and amend these Terms from time to time to reflect changes in market conditions affecting our business, changes in technology, changes in payment methods, changes in relevant laws and regulatory requirements and changes in our system's capabilities. You will be subject to the policies and terms in force at the time that you order the Services from us, unless any change to those policies or these Terms is required by law or government or regulatory authority in which case it will apply to orders you have previously placed that we have not yet fulfilled. If the services are ongoing, we will give you prior notice of any changes to these Terms and you can choose to cancel the Order without penalty before the new Terms affect you.

2.8 The contract for the Services may be for the provision of one session of treatment or for a series of treatments in which case you agree to us providing the Services in stages at different locations and on different dates and times

3. QUALITY OF SERVICES 3.1

Unless we are prevented from doing so by a Force Majeure Event, we will provide Services which:

(a) conform in all material respects with their description;

(b) are carried out with reasonable care and skill;

(c) are fit for any purpose we say the Services are fit for, or for any purpose for which you use the Services and about which you have informed us, or we could reasonably expect you to use the Services;

(d) are free from material defects in design, material and workmanship; and

(e) comply with all applicable statutory and regulatory requirements for supplying the Services in the United Kingdom.

3.2 This warranty is in addition to your legal rights in relation to Services which are not carried out with reasonable skill and care or which otherwise do not conform with these Terms. Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards office.

3.3 These Terms apply to any replacement Services we supply to you in the unlikely event that the original Services do not conform with these Terms.

3.4 You must provide us, in sufficient time, with any information and instructions relating to the Services that is or are necessary to enable us to provide the Services in accordance with these Terms.

3.5 If you do not, or you provide us with incomplete, incorrect or inaccurate information or instructions, we may cancel the Order by giving you written notice, or we may make an additional charge of a reasonable sum to cover any extra work that is required.

3.6 We only supply the Services for domestic and private use, and you agree not to use the Services for any commercial purpose.

4. PROVISION OF SERVICES

4.1 We aim to supply the Services to you on the date set out in the Order Confirmation or any information provided to you with this. However, due to circumstances beyond our reasonable control we may move a treatment session to another venue within a ten (10) mile radius of the original named venue on giving not less than forty eight (48) hours prior notice.

4.2 The Services will be supplied until the earlier of completion of the Services or until the contract is otherwise terminated or cancelled in accordance with these Terms.

4.3 We will make every effort to complete the Services on time but there may be delays due to circumstances beyond our reasonable control. In this case we will complete the Services as soon as reasonably possible.

4.4 We may have to suspend the Services if we have to deal with technical problems, or to make improvements to the Service. We will let you know in advance where this occurs, unless the problem is urgent or an emergency.

4.5 Travel expenses, accommodation, meals and refreshments offered at the location where the Services are provided are not included in the price. We will provide regular breaks one every two (2) hours and drinking water, which we advise that your child or children drink regularly.

4.6 We may change the content of, or the person(s) presenting, due to unforeseen circumstances beyond our reasonable control and you will not be permitted to cancel the contract unless the changes materially affect the nature of your contract with us.

5. YOUR ACKNOWLEDGEMENTS AND AGREEMENT

5.1 By signing and completing the Order, you acknowledge and agree to each of the following as appropriate:

(a) you are the legal parent or guardian of the child or children who is/are to receive the Services and are legally entitled to contract with us for the supply of the Services to this child or these children;

(b) that the personal details of your child or children submitted to us on the Order or otherwise are truthful and accurate at the date on which the Services are supplied;

(c) That your child or children do not have learning challenges that we have not been made aware of (whether or not medically diagnosed and including but not limited to ADHD) that could lead to disruption of the workshop or the distraction of other participants; and that our Services are not suitable for, and we do not provide them to, children with such learning challenges;

(d) that we may refuse to provide Services if we reasonably consider that your child or children may benefit from visiting a medical practitioner or immediate medical assistance;

(e) that if your child or children has learning challenges you will inform us in advance if you reasonably and objectively consider that your child or children may find the session challenging or if they may benefit from additional assistance which we will do our best to accommodate and which may incur an additional expense;

(f) that in accordance with clause 15.1 below we may pass your Personal Data to our licensees for the purpose of permitting them to provide the Services to you;

(g) that your child or children are expected to take personal responsibility for their course materials and any personal equipment they take to the Services venue;

(h) that use of drugs or alcohol is prohibited and if your child or children are suspected of using either he/she/they will be immediately required to leave and you will forfeit the price and the right to a refund;

(i) that use of aggressive and/or inappropriate behaviour and/or offensive language is prohibited and if your child or children use any one or more he/she/they will be immediately required to leave and you will forfeit the price and the right to a refund;

(j) that the Services are intended to provide a fun learning environment and whilst the techniques learned may have therapeutic value, are not intended to be a substitute for therapy or medical assistance;

(k) that your child or children are your responsibility on the way to and from the Services venue and you shall remain solely responsible for arranging the safe and prompt collection of your child or children at the end of the session;

(l) that your child or children are expected to ask for help and support from our practitioners or their assistants when needed;

(m) that bullying, harassment or any other type of discrimination of any sort is not tolerated and if your child or children are suspected of inflicting any one or more of these he/she/they will be immediately required to leave and you will forfeit the price and the right to a refund;

(n) that your child or children are fully responsible for safeguarding their valuables during the provision of the Services.

(o) our practitioners often use an NLP technique called "anchoring." This may necessitate that as your child recalls positive emotions from the past, they are touched by the practitioner on the knuckle. The practitioner will always ask your child if they are comfortable to proceed before they do this.

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NLP4Kids Ltd, People Building, 15 Queensway, Hemel Hempstead, Hertfordshire, HP1 1LS

Telephone 0345 3192 666 contact@NLP4Kids.org www.NLP4Kids.org

NLP4Kids Ltd Registered Company Number 07877288 VAT No. 238703402



- 5.2 If prior to or after commencement of provision of the Services we reasonably believe that you are in breach of any one or more of the acknowledgements and agreements set out in clause 5.1 above, we may on giving you written notice terminate the contract immediately under clause 12.1.
6. **DEFECTIVE SERVICES**
- 6.1 In the unlikely event that the Services do not conform with these Terms, please let us know by completing a refund/re-perform form before leaving the venue. Provided that you have done this and generally complied fully with these Terms we will:
- (a) provide you with a full or partial refund depending on what we deem to be reasonable; or
- (b) re-perform the Services.
- 6.2 These Terms will apply to any replacement Services we supply to you.
- 6.3 In the event that the Services are not reasonably considered by us to be in breach of these Terms, but you are unhappy with the Services provided, you will be entitled to a refund provided that you complete a refund/re-perform form before leaving the venue and you have attended all of the session with which you are dissatisfied.
- 6.4 If you miss all or any part of a session due to illness, you will be entitled to attend another session without further charge to cover that missed on presentation of a doctor's note.
7. **INTELLECTUAL PROPERTY RIGHTS**
- 7.1 The copyright, design right and all other intellectual property rights in any materials and other documents or items that we prepare or produce for you in connection with the Services will belong to us absolutely.
- 7.2 You may not use the materials, documents or other items detailed in clause 7.1 for any commercial purpose.
8. **PRICE AND PAYMENT**
- 8.1 The price of the Services will be as set out in the Order we provided to you or, if the Order does not include the price or it has expired, in our price list in force at the time we confirm your Order. Prices are liable to change at any time, but price changes will not affect Orders that we have confirmed by issuing an Order Confirmation.
- 8.2 These prices include VAT (when payment is made to NLP4Kids Ltd). However, if the rate of VAT changes between the date of the Order and the date of delivery, we will adjust the VAT you pay, unless you have already paid for the Services in full before the change in the rate of VAT takes effect. Please consult individual practitioners to confirm their VAT status.
- 8.3 We may invoice you for the Services and any other fees due under these Terms at any time from and including issuance of an Order Confirmation. The invoice will quote the Order Number. Unless otherwise stated in these Terms, you must pay any invoice in cleared monies within twenty eight (28) calendar days of the earlier of the date of the invoice or the date on which the chosen workshop related to the Services are to commence. If you fail to make payment within this time frame, you and your child or children will be refused entry and any monies paid will be forfeited.
- 8.4 If you do not make any payment due to us by the due date for payment (as set out in clause 8.5), we may charge interest to you on the overdue amount at the rate of 3% a year above the base lending rate of Santander from time to time. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay us interest together with the overdue amount.
- 8.5 Without limiting any other remedies or rights that we may have, if you do not pay us on time, we may cancel or suspend our performance of the Services or any other outstanding Order until you have paid the outstanding amounts.
- 8.6 Clause 8.5 shall not apply for the period of the dispute if you dispute the payment owing in good faith and let us know promptly after you have received the invoice that you dispute it.
9. **LIMITATION OF LIABILITY**
- 9.1 Subject to clause 9.2, if either of us fails to comply with these Terms, neither of us shall be responsible for any losses that the other suffers as a result, except for those losses which we or you could reasonably foresee would result from the failure to comply with these Terms.
- 9.2 Neither of us shall be responsible for losses that result from our failure to comply with these Terms including, but not limited to, losses that fall into the following categories:
- (a) loss of income or revenue;
- (b) loss of business;
- (c) loss of anticipated savings;
- (d) or loss of data.
- However, this clause 9.2 shall not prevent claims for foreseeable loss of, or damage to, your physical property.
- 9.3 This clause does not include or limit in any way our liability for:
- (a) death or personal injury caused by our negligence; or
- (b) fraud or fraudulent misrepresentation; or
- (c) any breach of the obligations implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Services and Services Act 1982; or
- (d) losses for which it is prohibited by section 7 of the Consumer Protection Act 1987 to limit liability; or
- (e) any other matter for which it would be illegal or unlawful for us to exclude or attempt to exclude our liability.
10. **EVENTS OUTSIDE OUR CONTROL**
- 10.1 We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these Terms that is caused by events outside our reasonable control (Force Majeure Event).
- 10.2 A Force Majeure Event includes any act, event, non-occurrence, omission or accident beyond our reasonable control and includes, in particular (without limitation), the following:
- (a) strikes, lock-outs or other industrial action; or
- (b) civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war; or
- (c) fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster; or
- (d) impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport; or
- (e) impossibility of the use of public or private telecommunications networks.
- 10.3 Our obligations under these Terms are suspended for the period that the Force Majeure Event continues, and we will extend the time to perform these obligations for the duration of that period. We will take reasonable steps to bring the Force Majeure Event to a close or to find a solution by which our obligations under these Terms can be performed despite the Force Majeure Event.
11. **YOUR AMENDMENT AND CANCELLATION RIGHTS AND FEES**
- 11.1 **You may within twenty eight (28) calendar days of receiving our Terms when placing an Order amend (including transfer to a later date) an Order by completing the Amendment Form below and returning it to us.** If you amend an Order within this time frame, your liability to us shall be limited to payment to us of all costs we reasonably incur in fulfilling the Order until we receive your amendment notice up to twenty five (25) percent of the total price of providing the Services to be performed rising to a maximum of fifty (50) percent of the total price of providing the Services to be performed if written notice of amendment is received within fourteen (14) calendar days prior to commencement of the Services. If payment of these costs has not cleared within seven (7) days of receipt of your amendment notice, the Order will be deemed cancelled under clause 11.2 below.
- 11.2 **You may within twenty eight (28) calendar days of receiving our Terms when placing an Order cancel an Order by completing the Cancellation Form below and returning it to us.** If you cancel an Order within this time frame, you shall have no liability to us if you cancel under clause 11.3 below within seven (7) calendar days of the date of our visit, or our Order Confirmation. If you cancel after this period has elapsed, your liability to us shall be limited to payment to us of all costs we reasonably incur in fulfilling the Order until we receive your cancellation up to fifty (50) percent of the total price of providing the Services to be performed rising to a maximum of one hundred percent (100) percent of the total price of providing the Services to be performed if written notice of Order amend is received within fourteen (14) calendar days prior to commencement of the Services.
- 11.3 Where you instruct us to provide Services for purposes outside of your trade or profession, during a visit to your home or place of work or without meeting us (e.g., by email or telephone), you may cancel your Order by completing the Cancellation Form below and returning it to us within seven (7) calendar days of the date of our visit, or our Order Confirmation. If we have fully or partially provided any Services between the date of our visit or Order Confirmation and receipt of your cancellation notice, you may be responsible for payment of the full or, if partial performance has occurred, a reasonable proportion of the price incurred during that period.
12. **TERMINATION**
- 12.1 If we terminate the contract under clause 2(b) or 5.1, your liability to us shall be limited to payment of what we consider to be a reasonable price which (in the case of Services already commenced) is proportionate to Services performed up to the point of termination and if we so choose all additional administrative costs up to a maximum of £50.00 Sterling that we reasonably incur in fulfilling the Order from and including commencement of the Services to the point of termination.
13. **ASSIGNMENT**
- You may not transfer any of your rights or obligations under these Terms to another person without our prior written consent, which we will not withhold unreasonably. We can transfer all or any of our rights and obligations under these Terms to another organisation, but this will not affect your rights under these Terms.
14. **NOTICES**
- All notices sent by you to us must be sent to NLP4Kids Limited at 15 Queensway, Hemel Hempstead, Hertfordshire, HP1 1LS. We may give notice to you at either the e-mail or postal address you provide to us in the Order. Notice will be deemed received and properly served 24 hours after an e-mail is sent or three days after the date of posting of any letter. In proving the service of any notice, it will be sufficient to prove, in the case of a letter, that the letter was properly addressed, stamped and placed in the post and, in the case of an e-mail, that the e-mail was sent to the specified e-mail address of the addressee.
15. **DATA PROTECTION AND CONFIDENTIALITY**
- 15.1 Personal Data of you and/or your child will likely include: Full name, date of birth, address, email address, phone numbers, gender, relationship status, interests and hobbies, educational details and employment details, the nature of the challenges you or your child wishes to seek help with (or any other information we deem to be relevant about their lives that they disclose during a session with a practitioner). Depending on your payment method, we may also at times securely store details of your payment information. We will also retain the contact details of other appointed contacts you have provided on the booking form. We will only use the personal information about you and/or your child or children you provide to us (**Personal Data**) to provide the Services, or to inform you about additional services which we provide, unless you tell us that you do not want to receive this additional information. This Personal Data will be retained securely on computer database(s) within our company in accordance with the data protection law and we will only pass this Personal Data to our licensees for the purpose of permitting them to provide the Services to you. Otherwise, we will not pass your Personal Data to third parties unless required to do so by law.
- You and your child have a right to access your personal data and information about how this personal data is being processed.
- The Personal Data will be securely retained on our computer database(s) for 5 years after the date of our initial consultation session for those aged over 18 years and for a period of a 5 year limitation following a child's 18th birthday. This means your child files need to be kept until the child is 23 years old or 24 years old if it was a child protection case. After this period has elapsed, such Personal Data will be securely deleted from our database(s) and any Personal Data submitted to us will be securely and confidentially destroyed. You and your child have the right to be forgotten.
- Requests can be made in writing or verbally and will be acted upon within one month. If the erasure process will be very complex, we will inform you that we require an extension of up to one month to complete the erasure. If there is a lawful reason to keep the data then the request for deletion can be denied.
- 15.2 The confidentiality of the Personal Data together with any other information about you or your child or children will be maintained unless we are required by law to divulge such confidential information to a third party.
- 15.3 You acknowledge and agree that we may pass your details to credit reference agencies.
16. **GENERAL**
- 16.1 If any court or competent authority decides that any of the provisions of these Terms are invalid, unlawful or unenforceable to any extent, the term will, to that extent only, be severed from the remaining terms, which will continue to be valid to the fullest extent permitted by law.
- 16.2 If we fail, at any time while these Terms are in force, to insist that you perform any of your obligations under these Terms, or if we do not exercise any of our rights or remedies under these Terms, that will not mean that we have waived such rights or remedies and will not mean that you do not have to comply with those obligations. If we do waive a default by you, that will not mean that we will automatically waive any subsequent default by you. No waiver by us of any of these Terms shall be effective unless we expressly say that it is a waiver and we tell you so in writing.
- 16.3 A person who is not party to these Terms shall not have any rights under or in connection with them under the Contracts (Rights of Third Parties) Act 1999
- 16.4 These Terms shall be governed by English law and you and we both agree to the non-exclusive jurisdiction of the English courts.



AMENDMENT/CANCELLATION FORM (UNDER CLAUSES 11.1 TO 11.3 INCLUSIVE)

Your Details

Name:

Address:

Postcode:

Tel (home):

Tel (work):

Email:

Please tick the appropriate box below In accordance with my right to amend the contract:
[...] within 28 days of receiving these Terms, I give you notice of my wish to amend the contract and I enclose a cheque to pay the amendment fee (clause 11.1); or
In accordance with my right to cancel the contract:
[...] between 8 and 28 days of receiving these Terms, I give you notice of my wish to cancel the contract and I enclose a cheque to pay the cancellation fee (clause 11.2); or
[...] within 7 days of receiving these Terms, I give you notice of my wish to cancel the contract (clause 11.3).

Name:

Signature:

Date:

Ref: (for office use only)

If required, please complete, detach this form and send to:

Licensee - Add a
sticky label with
your address,
email and phone
number