

Terms & Conditions

Thank you for being a part of a Born at the Right Time Limited event. Collaboration and communication are at the heart of what we do. This document outlines how we can work together. By booking you agree to the following terms and conditions. These define the complete conditions governing participation. Changes, additions or customers' own terms and conditions are not valid unless confirmed in writing.

Registration

The number of participants is limited and the numbers are agreed at the time of booking/invoice. Any additional participants in attendance on the date of the event/s will be charged at the usual full ticket price. A subsequent invoice will be issued with payment due within 30 days.

You agree to provide correct, complete, and up-to-date information necessary for processing and invoicing your booking. A valid email address is required to correspond with you. Your booking will be processed electronically unless otherwise agreed.

GDPR/Data Protection

You agree that we may process your booking as described and that we may share this information with partners when necessary for holding the event. If the event is a certified course, then the data of all participants must be forwarded to the Certifying Body for certification.

We will not sell or otherwise misuse your data. The data of the booking organiser/s and participants will only be used for registration and for keeping them up to date on future events and initiatives, unless individuals indicate that they do not wish for their data to be held for this purpose. If individuals subsequently wish to unsubscribe to our newsletter service, they can do so using the facility on the email.

Please see the GDPR Policy on our website for more information.

Event Fees and Discounts

Payment for all Born at the Right Time Limited events is due within 30 days of the invoice. Non-payment of fees at this stage could result in cancellation of the booking.

We may offer discounts on regular event fees. To qualify for the discount, you must claim the discount when you register. Published discounts are subject to change without notice.

Late Payment

Debt recovery costs and interest on overdue payments shall accrue on any unpaid amounts from the date when payment becomes due to the maximum extent permitted by the Late Payment of Commercial Debts (Interest) Act 1998 and Late Payment of Commercial Debt Regulations 2002 as amended, extended, consolidated or replaced from time to time or other similar laws that may be applicable.

Bespoke Events

Dates are not reserved until payment has been received or until proof of a Purchase Order has been provided.

Payment plans are available for our bespoke events in equal amounts (up to three instalments per package), due on the date agreed with our Operations Team. Please let us know upon booking whether you need to set up a payment plan.

If you have booked a bespoke event and are paying in instalments, the payment will be due in full one week prior to the start of the event. Non-payment of fees at this stage could result in cancellation.

Scheduled Events

Bookings for our scheduled events can be made directly through our bookings page. Invoices can be provided upon request. Tickets are not reserved until payment has been received or until proof of a Purchase Order has been provided. Please contact admin@bornattherighttime.com to request an invoice.

Customer Cancellation and Postponement Policy - Bespoke Events

Cancellation is possible **up to 8 weeks** before the start of an event without additional cost. If payment has already been received, a full refund will be made minus a £50 administration fee.

Cancellation within 8 weeks will be charged:

NO. OF WEEKS/DAYS PRIOR TO EVENT DATE	CHARGES
More than 8 weeks	No Charge(£50 administration fee for refunds)
5-8 weeks	25% of event fees
1-4 weeks	50% of event fees
0-7 days	100% of event fees

Event dates can be rearranged prior to the start of the event but will incur the following costs:

NO. OF WEEKS/DAYS PRIOR TO EVENT START DATE	CHARGES
More than 8 weeks	No Charge (Any further changes will be charged at £50 per change)
4-8 weeks	£100 or 10% of event fees, whichever is lower
1-4 weeks	£250 or 25% of event fees, whichever is lower
1-7 days	£500 or 50% of event fees, whichever is lower
0 days	Event can be rearranged but 50% of event fees will be charged

To cancel or rearrange an event please contact admin@bornattherighttime.com at your earliest possible opportunity.

Customer Cancellation and Deferment Policy - Scheduled Events

Cancellation is possible **up to 30 days** before the start of an event without cost. For cancellation requests received between **14 and 30 days** prior to the start of the event, 50% of the fees will be refunded. For cancellation requests received between **7 and 14 days** prior to the start of the event, 25% of the fees will be refunded. For cancellation requests received **less than 7 days** before the start of the event, the full event fee is due in full independent of whether the registered person takes part in the programme or not. Participants can be substituted without charge.

Participants can defer to a future event prior to the event start date at the following cost:

NO. OF DAYS PRIOR TO EVENT START DATE	FEE FOR FIRST CHANGE	FEE FOR ANY FURTHER TRANSFERS
More than 30 days	No Charge	10% of ticket cost
Less than 30 days	10% of ticket cost	10% of ticket cost

Participants of blended courses who are not able to complete the course within the timeframe should contact admin@bornattherighttime.com. Extensions are sometimes granted for extenuating circumstances, however, a fee may be charged. Participants who have commenced a blended course can defer to a future course but a fee of 25% of the ticket cost will be charged.

To cancel, defer or substitute, please contact admin@bornattherighttime.com

Customer Cancellation Policy – On-Demand Courses

‘On-demand’ courses cannot be refunded.

Participants of on-demand courses who are not able to complete the course within the timeframe should contact admin@bornattherighttime.com - extensions are sometimes granted for extenuating circumstances, however, a fee may be charged.

External Links

The Born at the Right Time Limited training pages contain links which may take you to external websites and documents. Links are provided for your convenience, and inclusion of any link does not imply endorsement or approval of the linked website, its operator or its content, and we are not responsible for the content of any linked website (with the exception of Born at the Right Time Limited website).

Viruses

We make reasonable efforts to check and test material at all stages of production for viruses, although we cannot guarantee our material to be virus free. Users are advised to run an anti-virus program on all material downloaded from the internet, including that in the Born at the Right Time training pages. We cannot accept any responsibility for any loss, disruption or damage to your data or your computer system which may occur whilst using material derived from this website.

Losses

To the fullest extent permissible by law, we will not be liable for any direct, indirect or consequential losses resultant from your use of the Born at the Right Time training pages, including loss of revenue, profit, anticipated savings, data, goodwill, or wasted expenditure.

Force Majeure

In no event shall Born at the Right Time Limited be responsible or liable for any failure or delay in the performance of its obligations hereunder arising out of or caused by, directly or indirectly, forces beyond its control, including, without limitation, strikes, work stoppages, accidents, acts of war or terrorism, civil or military disturbances, nuclear or natural catastrophes, inclement weather and communications or computer (software and hardware) services, it being understood that Born at the Right Time Limited shall use reasonable best efforts which are consistent with accepted practices as a training provider to resume performance as soon as practicable under the circumstances.

Intellectual Property

Intellectual Property – all work produced shall be considered Background IP. Background Intellectual Property shall mean Intellectual Property, proprietary information or confidential know-how relevant to the engagement which is in the possession of a party prior to the commencement of the engagement or generated after commencement of the engagement but independent of the engagement. Such product remains the property of Born at the Right Time Limited, including, but not limited to ideas, inventions, improvements, discoveries, software design, training materials, software coding, charts, drawings, specifications, notebooks, tracings, photographs, negatives, draft or final reports, findings, recommendations, data and memoranda.

Works published under copyright during the term of the service agreement and the Statement of Work (SOW) will remain copyright of Born at the Right Time Limited, unless explicitly agreed within a SOW, or licensing agreement. Born at the Right Time Limited retains all rights to work undertaken under the term of the agreement. No client content shall be so published without written permission.

Registered Trademarks and Copyrights

We provide no guarantee that any products, processes and other names mentioned are not registered trademarks of third parties.

By registering for an event, you agree to observe the following conditions of use:

- Materials used in the events are subject to copyright restrictions and are made available for personal use during the event.
- Without written permission from the event organiser, course materials, text, photos etc. may not be copied, scanned, reproduced, translated or processed electronically, nor may they be used for internal or external purposes.
- All materials are the intellectual property of the trainers and event organisers (except where explicitly marked).

Complaints and Feedback

If you have any complaints or feedback and wish to contact us, please use the feedback options provide following completion of an event, or email admin@bornattherighttime.com

Miscellaneous

We may draw on assistance from third parties to meet the obligations under this agreement. Should any part of these terms and conditions be found to be incomplete or invalid, the parties agree to replace or complement the missing or invalid clauses with an appropriate solution that preserves the economic purpose of this agreement to the extent possible. The remaining conditions remain valid in any case.

We reserve the right to modify the event program as well as these terms and conditions without notice.

These terms and conditions and any dispute arising out of your registration are subject to the laws of England, Northern Ireland, Scotland and Wales.