**Terms and Conditions**

**Introduction**

These Terms and Conditions govern your use of Illuminated Psychology Ltd website and services. By accessing or using our website or services, you agree to be bound by these terms.

These terms of use may be revised from time to time by updating this posting. We reserve the right to change these Terms & Conditions at any time, without giving notice. You are bound by any such revisions and should therefore periodically visit this page to review the current terms of use to which you are bound.

**Services**

Illuminated Psychology Ltd provides educational psychology services to organisations. Our services may include, but are not limited to:

 • Intervention

 • Consultation

 • Training

**Pricing**

The price of services is as through specific quotes requested. We reserve the right, at any time, to revise the price of our services, but changes will not affect orders that have already been paid for.

**Payment Terms**

Payment is usually made via BACS and clients will receive an email invoice once they have booked. Payment will confirm the training date, and if this has not been confirmed by a stated deadline, this date may be offered to another organisation.

For any late payments, whereby a service has been delivered but the fee has not been paid in full, we will contact the client via email to send a reminder invoice. If this is unsuccessful we will contact the client by telephone to take payment. For invoices which are over 30 days late we reserve the right to charge a late administration fee of £30. In the event of a client not paying their invoice, interest will accrue at a rate of 8% and an external debt collection agency will be contacted. A debt collection fee of £40 will be charged to the client. Any further fees to recover unpaid invoices will be charged to the client.

**Cancellations**  
We have a strict cancellation policy for our services, which organisations are informed about at the time of booking, via a payment terms and conditions agreement. Regretfully we cannot refund for illness or unforeseen circumstances. The cancellation policy differs depending on each service; this is reflective of the work carried out prior to each appointment, therefore it is the organisation’s responsibility to check this on their payment terms for each individual service they commission.

As this is a business-to-business transaction no right of cancellation exists under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

**Refunds**

Unfortunately, we are unable to offer refunds for services, due to the extensive planning, preparation and time that goes into each session and/or report. A refund will only ever be provided in exceptional circumstances, if a complaint is raised and on investigation it is seen that the practitioner did not act in the best interests of the child.

Refunds cannot be offered for sessions cancelled without adequate notice.

Where a refund is offered and accepted by you it will be made within seven working days of receiving your acceptance of a refund.

**Limitations of Liability**

In no event will Illuminated Psychology Ltd, its directors, employees, associates, shareholders or other representatives be liable for any direct, indirect, special, incidental, consequential or punitive damages, or any other damages of any kind, arising out of or related to the services. Our total liability, whether in contract, warranty, tort (including negligence) or otherwise, even if foreseeable, will not exceed the amount you paid to Illuminated Psychology Ltd for this service preceding any claim or notification of damages. These exclusions and limitations of liability will apply to the fullest extent permitted by las and will survive cancellation or termination of you account. Certain applicable laws may not allow the exclusion or limitation of certain damages. If these laws apply to you, some or all of the above exclusions or limitations may not apply to you, and you might have additional rights. Illuminated Psychology Ltd will do not exclude or limit liability to you for death or personal injury caused by negligence, fraud, or any other non-waivable statutory rights under English law.

Illuminated Psychology Ltd, its directors, employees, associates, or shareholders shall not be liable for:

* (a) Any damages resulting from the use of the website, its content, or materials accessed through it, including reliance on any information obtained from Illuminated Psychology Ltd.
* (b) Any damages resulting from technical issues such as mistakes, omissions, interruptions, deletion of files, errors, defects, viruses, or delays in operation, whether caused by acts of God, technical failures, or unauthorised access.
* (c) Any indirect, incidental, special, consequential, punitive, or exemplary damages, including loss of goodwill, profits, data, or the inability to use the website or services.

We do not guarantee that:

* (a) Services will be available at any specific time or location.
* (b) Any defects or errors will be corrected.
* (c) Services will be free of viruses or other harmful components.
* (d) The use of the services will meet your expectations.

Should any limitation or provision in this clause be held invalid under applicable law, it shall be deemed omitted to that extent, and any liability that would have been excluded shall be subject to the remaining limitations and provisions.

Our website is only intended for use by adults, as defined as those aged 18 or over and who have sufficient capacity to enter into a binding agreement.

**Consent to Electronic Communication**

By using the Services, you consent to receiving electronic communications from us regarding your Account, or for operational and informational purposes. You also agree that by using the Services, you affirmatively consent to Illuminated Psychology Ltd using electronic records or your digital signature to satisfy any statute, regulation, or rule of law requiring that such information be provided in writing and that you have not withdrawn such consent.

**Copyright and Intellectual Property Rights**

All content related to training and other purchasable services, including product descriptions, sales emails, discount codes, and designs, is the intellectual property of Illuminated Psychology Ltd and protected by copyright laws. You may store, print, and display this content for personal use only. You may not publish, distribute, or reproduce the content in any format for commercial use without permission.

You are prohibited from modifying, reverse-engineering, decompiling, disassembling, or creating derivative works based on any software or documentation supplied by Illuminated Psychology Ltd.

The “Illuminated Psychology” name and logo are trademarks of Illuminated Psychology Ltd. You are not permitted to use these trademarks or any similar marks without our written consent.

**7. Governing Law**

7.1 These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales. You agree to submit to the non-exclusive jurisdiction of the English courts and waive any objection to such jurisdiction or venue.

**Rights of Third Parties**

Nothing in these Terms and Conditions grants any third party the right to enforce any of its provisions under the Contracts (Rights of Third Parties) Act 1999.

**Notices**

Any notice or communication under these terms will be in writing and delivered by hand or by prepaid recorded delivery to the recipient’s registered office or other notified address.

Notices will be deemed served:

(a) If delivered by post, two business days after posting within the UK or 14 business days if sent by airmail.

(b) If delivered by hand, at the time of delivery.

**Personal Data**

All personal data provided to Illuminated Psychology Ltd will be handled in accordance with the GDPR. For more details, please refer to our privacy policy

**Contact Information**

If you have any queries about the Terms and Conditions or information containing within this section please contact:

Dr Victoria Scott

Email: [victoria.scott@illuminatedpsychology.com](mailto:victoria.scott@illuminatedpsychology.com)

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