

## Distance Dieters Terms & Conditions

### Private Coaching

1. **Booking:** We will confirm your booking by email, including the agreed fee and the start date of your programme.
2. **Fees and payment:** Fees are as published on our website and in factfiles or as quoted by your Distance Dieters coach. Payment is required in full before the start date of your programme.
3. **Cancellation:** Once you have started your programme, no refunds are given for cancellations or part completion of your programme.
4. **Client responsibility:** You are responsible for making the scheduled coaching calls at the agreed time. If you have to re-schedule an agreed call then we appreciate at least 24 hours notice.
5. **Confidentiality:** We undertake to keep all information about you strictly confidential. Nothing that you disclose to us will be shared with a third party, except as and when permitted by you or as required by law.

### Company Programmes, In-house Training and Speaking Engagements

6. **Quotations:** Our fees are detailed in our proposal document and we will confirm any subsequent changes by email. Fees are quoted excluding expenses. Expenses are agreed with you in advance and billed at cost. All quotations are valid for two calendar months.
7. **Billing and payment:** Fees are billed and payments due according to the schedule set out in our proposal. Unless otherwise agreed, a percentage of the fee is required in advance before the start of the engagement. Our proposal will state if this is a refundable or non-refundable payment.
8. **Cancellation:** Once started, should you postpone or cancel a project, we will bill for any outstanding work completed up to the point of postponement or cancellation, taking into account any advance payments.
9. **Confidentiality:** We undertake to keep all information about your business strictly confidential. Nothing that you disclose to us will be shared with a third party, except as and when permitted by you or as required by law. In addition we are happy to sign a Non Disclosure Agreement.

### Public Workshops

10. **Booking:** On receipt of your booking form, we will acknowledge receipt of your booking by email and send you an invoice.
11. **Payment:** Receipt of this payment will confirm your booking. All payments must be received at the time of booking. You may pay by cheque or by bank transfer – details will be on the invoice.
12. **Cancellation by you:** No refunds will be made for cancellations received from you less than 2 calendar weeks before the workshop date.
13. **Cancellation by us:** Should we need to cancel your workshop at any time for whatever reason, we will refund your fee in full. We will not be liable for any other costs incurred by you.
14. **Workshop guarantee:** To make sure you are always 100% happy with the value you get from our workshops, we offer a 100% money back guarantee. We will refund your workshop fee in full if you are not 100% satisfied.
15. **Event disclaimer:** While every reasonable effort will be made to adhere to the advertised programme, we reserve the right to change event dates, locations, trainers or event features without penalty.

**Health disclaimer: Before starting any new programme of exercise, diet or weight loss, please consult your doctor or other health care professional.**

**All bookings, projects and assignments are accepted subject to these Terms & Conditions.**

### Distance Dieters Contact

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