

# Pegasus NLP Limited

## Terms and Conditions of Business



### (A) Preparing to attend a course

#### Who can attend?

Our courses are open to everyone over the age of 18 years.

#### Booking a place on a course

For personal bookings, organisations which are not VAT-registered, and all overseas bookings, your place is confirmed once we have received your course registration form and deposit. You will receive our receipt confirming this booking. Contracts for training services are made between you, as our customer, and Pegasus NLP Ltd.

For corporate bookings by public bodies and VAT-registered organisations based in the UK, your place is confirmed once we have received your course registration form accompanied by an appropriate Purchase Order reference. Your company will be issued with an invoice confirming your booking. Contracts for training services are made between your company, as the customer, and Pegasus NLP Ltd.

#### Payment terms

Personal bookings: a deposit, as detailed on the course registration form, is payable at the time of booking with the balance of payment due on the third day of the course.

Corporate bookings: full amount is payable within 30 days of invoice issue date.

#### What is included in my course fee?

The course fee includes tuition, workbook, and morning and afternoon refreshments. In the case of Practitioner Part 2 and Master Practitioner courses your course fee includes the certification process.

#### Postponing or cancelling a course

At Pegasus NLP we want you to experience a very high standard of training. This is why we limit attendance on our courses to around 20 participants. Because of this our courses, and in particular our advanced courses (Practitioner Part 2 and above), are often fully booked in advance. This means that a late cancellation generally means a vacant place on that course. For this reason we ask you to only postpone or cancel if it is absolutely necessary. If, however, you do need to postpone or cancel a booked training course, please let us know as soon as possible and note the following terms:

##### (1a) Postponing your NLP Core Skills booking:

1. Postponements received up to 21 days before the course begins: your course deposit/fee and accommodation fee will be transferred to one later course of your choice without an administration fee.
2. Postponements received between 21 days and 7 days before the course: we will transfer your deposit/fee to one later course of your choice and will charge you an administration fee of £75. The transfer to the subsequent course will then be considered a new booking and the usual terms and conditions will apply. Your accommodation fee is non-refundable. However, we will transfer your accommodation fee if we are able to re-allocate your place to another participant.
3. Postponements within 7 days of the course start date: your deposit/fee is transferable to one future course and you will incur an administration charge of £100. Your accommodation fee is non-refundable. However, we will transfer your accommodation fee if we are able to re-allocate your place to another participant.
4. Non-attendance on the day (without prior notification): your deposit and accommodation fee is non-transferable and non-refundable.



**(1b) Cancelling your NLP Core Skills booking:**

1. Cancellations received up to 21 days before the course begins: your course deposit/fee and accommodation fee is fully refundable.
2. Cancellations received between 21 days and 7 days before the course: your course deposit and accommodation fee is non-refundable. However, we will refund your accommodation fee if we are able to re-allocate your place to another participant.
3. Cancellations within 7 days of the course start date: your deposit and accommodation fee is non-refundable.
4. Non-attendance on the day (without prior notification): your deposit and accommodation fee is non-refundable.

**(2a) Postponing your NLP Practitioner Part 2 booking:**

All monies paid are fully transferable up to 42 days before the course begins. After this a sliding scale applies:

1. Postponements received between 42 and 28 days before the course: your course deposit/fee may be transferred to one later course. Your accommodation fee is fully transferable if we are able to re-allocate your place to another participant.
2. Postponements received between 28 and 14 days before the course: your course deposit/fee may be transferred to one later course and you will be charged an administration fee of £75. Your accommodation fee is fully transferable if we are able to re-allocate your place to another participant.  
The transfer to the subsequent course will then be considered a new booking and the usual terms and conditions will apply.
3. Postponements received between 14 days and 7 days before the course: your course deposit/fee may be transferred to one later course and you will be charged an administration fee of £200. Accommodation fee is fully refundable if we are able to re-allocate your place to another participant.  
The transfer to the subsequent course will then be considered a new booking and the usual terms and conditions will apply.
4. Postponements within 7 days of the start of the course: your course deposit and accommodation fee are non-transferable.
5. Non-attendance on the day (without prior notification): your course deposit and accommodation fee are non-transferable.

**(2b) Cancelling your NLP Practitioner Part 2 booking:**

All monies paid are fully refundable up to 42 days before the course begins. After this a sliding scale applies:

1. Cancellations received between 42 and 28 days before the course: your course deposit is fully refundable. You will be charged an administration fee of £75. Accommodation fee is fully refundable if we are able to re-allocate your place to another participant.
2. Cancellations received between 28 and 14 days before the course: your course deposit is refundable less an administration fee of £175. Accommodation fee is fully refundable if we are able to re-allocate your place to another participant.
3. Cancellations received between 14 days and 7 days before the course: your course deposit is refundable less an administration fee of £370. Accommodation fee is fully refundable if we are able to re-allocate your place to another participant.
4. Cancellations received within 7 days of the start of the course: course deposit and accommodation fee are non-refundable.
5. Non-attendance on the day (without prior notification): your deposit and accommodation fee are non-refundable.



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**(3a) Postponing your NLP Master Practitioner booking:**

All monies paid are fully refundable up to 42 days before the course begins. After this a sliding scale applies:

1. Postponements received between 42 and 28 days before the course: your course deposit/fee may be transferred to one later course. Your accommodation fee is fully transferable if we are able to re-allocate your place to another participant.
2. Postponements received between 28 and 14 days before the course: your course deposit/fee may be transferred to one later course and you will be charged an administration fee of £250. Your accommodation fee is fully refundable if we are able to re-allocate your place to another participant.  
The transfer to the subsequent course will then be considered a new booking and the usual terms and conditions will apply.
3. Postponements received between 14 days and 7 days of start of course: your course deposit/fee less £450 is transferable to one later course. Your accommodation fee is fully refundable if we are able to re-allocate your place to another participant.  
The transfer to the subsequent course will then be considered a new booking and the usual terms and conditions will apply.
4. Postponements within 7 days of the start of the course: your course deposit and accommodation fee is non-transferable.
5. Non-attendance on the day (without prior notification): your course deposit and accommodation fee are non-transferable.

**(3b) Cancelling your NLP Master Practitioner booking:**

All monies paid are fully refundable up to 42 days before the course begins. After this a sliding scale applies:

1. Cancellations received between 42 and 28 days before the course: your course deposit less £125 administration fee is refundable. Accommodation fee is fully refundable if we are able to re-allocate your place to another participant.
2. Cancellations received between 28 and 14 days before the course: your course deposit less £250 is refundable. Accommodation fee is fully refundable if we are able to re-allocate your place to another participant.
3. Cancellations received between 14 days and 7 before the course: your course deposit less £540 is refundable. Accommodation fee is fully refundable if we are able to re-allocate your place to another participant.
4. Cancellations or postponements within 7 days of the start of the course: course deposit and accommodation fee is non-refundable.

**Cancellations: your course deposit**

For customers cancelling their course and receiving a refund of their course deposit, the term 'Course deposit' means the training fee deposit payment as advertised on the booking form. Any additional course fee payments paid over and above the course fee deposit will also be refunded.

**Payment for accommodation**

Accommodation is booked on a per course basis and we are unable to provide accommodation for a portion of a course. When you reserve accommodation this is considered a firm booking and is non-refundable unless we are able to reallocate the accommodation to somebody else. This is because available on-site accommodation is limited and in heavy demand.

**Course facilitators**

We aim to run all courses as advertised and we reserve the right to alter the course content or announced course facilitators should circumstances require this.

**High and low ropes elements**

We aim to run all courses as advertised. In some circumstances including adverse weather conditions, we reserve the right to cancel the low or high ropes elements of the course. In these instances, we will offer the opportunity to return to a future course to participate in the high ropes element of the course.



### **If a course is cancelled**

We aim to run all courses as advertised. If, due to unforeseen circumstances, a course has to be cancelled we will refund what you have paid us and we will not be liable for any other expenses incurred.

### **Guarantee**

Our Practitioner Certification Training is guaranteed to meet with your satisfaction. If, by the end of the second day of NLP Core Skills or Practitioner Part 2, you let us know that you are not convinced that the training programme will benefit you, we will refund your training fee and your accommodation fee, in full, immediately, and without question. After the end of the second day, no refund will be payable.

## **(B) Taking part in a course**

### **Personal development rather than therapy**

NLP can be and is used as a therapy, usually in conjunction with other approaches; however, our trainings are personal and professional development training courses and are not therapy-oriented. If you believe that you would benefit from the therapeutic use of NLP we recommend that, rather than attending an NLP training course, you can seek individual assistance using an online listing such as [www.nlptca.com](http://www.nlptca.com).

### **The learning environment**

People attend our NLP courses to learn and to develop themselves, often because they have been recommended by previous participants, and it is important to us that everyone has an enjoyable and valuable learning experience.

To guarantee this we reserve the right (very rarely used) to require anyone to leave the course with a refund of the unused portion of their training and accommodation fees if it is our subjective view that they are unlikely to benefit from the course or may in any way inhibit the learning or enjoyment of others on a course.

We ask all participants to refrain from drinking alcohol during the training day. This is both to assist their own learning and to ensure the comfort of their fellow participants. We also ask participants to only smoke in designated outdoor areas.

### **The 'house' team**

By choosing to stay 'on-site' in the self-catering accommodation you are opting to be part of a self-managing team in which, with your fellow team members, you will be agreeing on how best to share responsibility for comfortably, securely, and safely living and eating together during the period of the course.

We will provide recommendations for how best to do this, based on the experience of previous teams, as well as directions on how to find places to eat and to shop for provisions.

### **Physical activity**

In NLP Core Skills you will have the opportunity of taking part in two outdoor activity sessions - the Low and the High Ropes courses - each of which lasts approximately two hours. There are also outdoor-activity sessions at our advanced courses (Practitioner Part 2 and above). These are optional activities and you can, of course, choose to not physically take part while still being part of the team and benefiting from the learning experience.

It is central to our learning approach that each person freely decides what they do and how they do it and that everyone else respects such choices. Should you choose to not physically take part in a particular activity, or to limit your physical participation, this is accepted unquestioningly by everyone else and you do not need to, nor will you be encouraged to, explain your choice. (See our article: [http://www.pegasusnlp.com/challenge\\_by\\_choice.htm](http://www.pegasusnlp.com/challenge_by_choice.htm))

### **Minimum level of fitness?**

As mentioned above, physically taking part in the physical activities is optional. Whether you are very fit, very unfit, or somewhere in between you can choose whether to take part - and the manner in which you would like to take part eg, an active or a supportive member of the team.



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## (C) Certification programmes

Our NLP certification courses comply with the standards of the Professional Guild of NLP, of which Pegasus NLP Ltd is a Founder Member. Our NLP Practitioner Certification Programme exceeds the Guild minimum of 120 training hours and successful completion of the NLP Practitioner Certification process automatically entitles you to apply for Membership of the NLP Register.

NLP Core Skills is not, in itself, a certification programme but participation in NLP Core Skills is a prerequisite for participating in our Practitioner Part 2 Programme since NLP Core Skills is an integral part of the Practitioner Programme.

**Certification:** In the Practitioner Certification Programme (or Master Practitioner Programme) we aim to ensure that by the end of the training programme you will be eligible to receive certification as a Certified Practitioner of Neuro-Linguistic Programming (or Master Practitioner, depending on which programme you have attended). Assessment for certification is informal and on-going and does not involve a written or oral 'examination'. Assessment is completed during the last few days of the Programme by two Certified NLP Trainers (or three Certified NLP Trainers, in the case of the Master Practitioner Certification training programme) and is based on the subjective observations and assessments of all of the trainers who will have participated in the Programme. Unlike many training organisations Pegasus NLP makes no additional charge for Practitioner or Master Practitioner certification.

**Assessment:** We want you to be proud, after the course, of having achieved your Certificate in the knowledge that it is proof of your having achieved a specific level of skill, ability and personal development. This is why the Certificate is proof of your skill and is not a certificate of attendance. And, while certification is guaranteed, we may not always be able to immediately certify everyone. Anyone who does not receive immediate certification will be asked to do some further work to bring them to certification standard and this may require some further course attendance (for which there is no charge) to complete the certification process.

**Guidance:** During the course you will receive direct and/or indirect coaching if this is deemed necessary to assist you in reaching the requisite standard and, in particular, you will also be part of a small coaching team of three or four people with the joint aim of ensuring that each of you reaches the highest possible standard of skill for that particular certification programme by the end of the programme.

**Likely to miss a day?** It is, of course, ideal to attend all training days but if your schedule means that you have to miss a number of training hours up to a total of one training day from any of our Certification programmes this is acceptable. On your return to the course your coaching team will be able to bring you up to speed on what you have missed. If you have to miss more than the equivalent of one training day we will ask you to complete the missed course time on a subsequent programme in order to reach the credits level for certification. We make no charge for this further attendance.