



# TERMS AND CONDITIONS

All client contact and service provision (training, coaching, speech development, interview or presentation skills training, cross-culture workshops, general lecturing, curriculum development, teaching, educational consultancy, authoring, copy writing and editing) and its associated administration, planning and feedback is guaranteed to be delivered at standards that would be expected at reputable British Higher Education (as the University of London group) and according to the job specifications as outlined in invoices and/or expressed, agreed and approved in email briefings and the needs analysis session between the contact responsible for the request and Tony Corballis prior to the work commencing.

For standardized coaching contact, *Normal Enrolment* is for five-week modules: a total of ten hours coaching or contact time. They can be at club level or intensive. *Exceptional Enrolment* is for individual sessions, paid individually and charged at a different rate. New students can "try before they buy" with a free session that includes a needs analysis.

All payments for coaching are in advance, by either Paypal, credit card online, cheque, cash or electronic transfer in GBP or AUD. VAT is not chargeable and not included. There is travel surcharge for sessions held in venues other than those of Corballis Communication or more than four miles from Central London's Paddington Station. The rate varies according to the travel necessary. Only established clients may choose to be invoiced in arrears, payable within 30 days. Any discount rate quoted and/or rates for Normal Enrolment are only applicable for courses paid *in advance* and *in full*. For partial payments or payments made outside of 30 days, the standard advertised rate (Exceptional Enrolment) applies.

In the event of demonstrable personal tragedy, refunds for cancellations are paid pro-rata for work remaining to be done. These net refunds carry an administration charge of 10% of the total fee, to cover the pre-provision preparation done. In lieu of a refund, clients are entitled to convert any service into an alternative Corballis Communication service, scheduled to a mutually satisfactory timescale. Refunds are paid by cheque made out to the original invoice payer. We reserve the right to cancel the job if any circumstances necessitate. In this event, fees will be refunded in full and without deduction.

## COACHING & TRAINING RATES

<b>2011 rates</b>	<i>Normal Enrolment</i> (Bulk buy: min 10 hours total spread over several weeks)	<i>Exceptional Enrolment</i> (to single 2-hour sessions)
Club Level: More relaxed, 6-8 members	£100 per person (= <b>£10 /hour</b> )	£24 per person (= <b>£12 /hour</b> )
Intensive Level: More rigorous, 2-4 members	£250 per person (= <b>£25 /hour</b> )	£60 per person (= <b>£30 /hour</b> )
Intensive level one-to-one: Direct personal coaching	£500 (= <b>£50 /hour</b> )	£120 (= <b>£60 /hour</b> )
Full day rate for specialised training	£380 /day for bulk buy, excludes extra expenses	£500 / one day, excludes extra expenses

Special discounted rates may apply in some cases, such as for contracted large group purchase and study mentoring or business coaching where some work is done by Internet or telephone. One-to-one coaching with certain goals can be very effectively carried out using online technologies. Please enquire about special discounts and student rates.

[Email Tony Corballis](mailto:tony@corballis.com) to enquire or arrange a chat. Please include your name and phone number.