



Terms and Conditions

The following Terms and Conditions will apply to:

Your use of our website; our supply of products and services; and our dealings with you in general.

By entering, accessing or using our website in any way, you agree to comply with all of our Terms and Conditions. In addition, when you book any services and products from us, you will do so subject to the Terms and Conditions on this page. By proceeding with a booking, you acknowledge that you have read and understood all of these Terms and Conditions and agree to be bound by them. These Terms and Conditions may vary from time to time. You accept that you are bound by the terms and conditions current at the time when you book.

Refund/Cancellation policy

All fees and products and services purchased are non-refundable. If a payment plan has been agreed, you will be held accountable in completing the agreed payments at the agreed times.

If you purchase a coaching package and find that you are unable to use your sessions for any reason, you may put your remaining sessions on hold for 1 month. Should you decide to cancel the process without completing your coaching sessions and after your 1 month hold period is up, you will lose those sessions and will still be liable for any outstanding balance payments.

Fees

Current fees for services and programmes are usually displayed on each individual programme page and, unless otherwise stated, include VAT.

UK VAT is due on any invoices unless as per the exemptions described below.

UK VAT is charged at 20% for any UK customers.

UK VAT is charged to any customers based in an EU country unless they can provide a valid VAT number issued in their country. If you have a VAT number issued within the EU please send this to us for confirmation so that we can verify the details.



Any non-EU customers do not need to pay UK VAT, e.g.: United States, Canada, India, Australia, New Zealand etc. If you are not eligible to pay UK VAT please do not make payment and instead email admin@bookbrilliancepublishing.com so that we can send you a payment link and invoice with the VAT removed once we have verified your details. Any subsequent invoices will not contain VAT.

Please note that VAT cannot be refunded if it has been paid previously and you should claim it back through your local VAT office.

We reserve the right to change the fees/packages offered but will always honour the agreed amount for the agreed time period of any services that were set at the beginning of our work together. However, should you wish to continue to work with us after the completion of your initial package, there will be no guarantee that the rates will be the same.

Delivery Policy

As the majority of our products are available online you will be sent access/login details within 24 hours from receipt of your paid order.

Physical product purchases will be delivered generally between 7am and 6pm Monday to Friday (excluding bank holidays) via a third party delivery service such as Royal Mail. Deliveries will be made within 1 to 10 working days from receipt of your paid order.

On-line coaching services will be provided as agreed with you at the time of booking.

Coaching Confidentiality

You recognise that in our work together, you may divulge goals, future plans, business affairs, job information, personal and other such private information. We will not, at any time, either directly or indirectly, voluntarily use any such information for our own benefit or disclose this information to a third party. We will not voluntarily disclose that you are in a coaching relationship without your permission.

Privacy Policy

We are mindful of the importance of upholding the security of information under our control. All data collected through the bookbrilliancepublishing.com website (the "Site") is stored on secure servers, and we have stringent security and confidentiality procedures covering the storage and disclosure of such information, in accordance with the Data



Protection Act 2018 (the “Act”). The following Privacy Policy sets out the basis on which personal information collected during your use of the Site will be processed by us. Please read the following carefully to understand our views and practices regarding your personal information and how we will treat it.

We endeavour to take all reasonable steps to protect the privacy of your personal information. However, we cannot guarantee the security of any data you disclose online.

You accept the inherent security risks of providing the information over the Internet, and will not hold us responsible for any breach of security unless this is due to our negligence or wilful default. Your use of the Site signifies that you have given us your consent to transfer, store and process your personal data and your agreement to the terms of this Privacy Policy.

Information we may collect about you

We may collect and process personal information when you fill in a form on the Site, when you contact us or when you provide us with information during email and telephone consultations. This includes without limitation information provided at the time of registering to the Site, submitting your data to us and if you report a problem with the Site. We may also collect information regarding details of visits to our Site and the resources that you access. Any personal information we collect will be used by us strictly in accordance with current data protection legislation and this Privacy Policy. We will store the information we collect from you and hold it electronically or otherwise.

We do not store credit card details nor do we share customer details with any 3rd parties.

Cookies

A cookie is a small text file that is sent to your computer via your web browser when you visit some websites. We use cookies to keep track of your information during the time you view our Site. Cookies also allow us to understand who has seen which pages, helping us improve the Site and provide you with a better service.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the placement of cookies. Refusing cookies may mean that you will be unable to access certain parts of our Site.



Use of your personal information

We may use your personal information to provide you with information or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes; for the purpose of informing you of changes in features to the Site; administration of the Site; and our own promotional activities. We may contact you by post, telephone, email or other electronic messages (depending on the information we collect from you).

As previously mentioned, we do not disclose information about identifiable individuals to third parties or advertisers, but we may provide them with aggregate information about

our users for marketing, promotional and other purposes. We may also use aggregate information to help advertisers reach the kind of audience they want to target.

Where we store your personal data

The data that we collect from you may be transferred to and stored at, a destination outside the European Economic Area (“EEA”). By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy.

Your rights

You have the right to ask us not to process your personal data. You can exercise your right to prevent such processing by contacting us by email at admin@bookbrilliancepublishing.com.

You also have the right to see the personal data (as defined in the Act) that we keep about you, on receipt of a written request, verification of your identity, and payment of a fee of £10. If you are concerned that any of the information we hold on you is incorrect or if you wish to object to the use we have made of your personal data, please contact us by email at admin@bookbrilliancepublishing.com.

Other websites

Please note that this Privacy Policy only covers the Site. Any other website which is linked to or from this Site will have its own privacy policies and we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.



Governing Law and Jurisdiction

This Privacy Policy shall be governed by and construed in accordance with English law and the courts of England and Wales shall have exclusive jurisdiction to settle any disputes which may arise out of or in connection with this Privacy Policy.

Changes to our Terms and Conditions and/or Privacy Policy

We may modify our Terms and Condition and/or our Privacy Policy from time to time at our sole discretion. If so, we will post revised versions on this webpage. We urge you to check this page regularly to obtain the most up to date copy. Modifications will be effective when they are posted on the Site.

Contact Us

If you have any comments or queries in connection with our Terms and Conditions and/or Privacy Policy, please email us at admin@bookbrilliancepubsihing.com.