



## Terms and Conditions

All consultation bookings must be confirmed in writing. Invoices are issued following confirmation of the agreed work, and payment must be made within 14 days of the invoice date (unless otherwise agreed in writing). Late payments may result in a delay or suspension of future consultancy work.

<p><b>Cancellations and Rescheduling</b></p>	<p>If you need to cancel or reschedule a consultation or training event, please provide at least 14 days' notice. Cancellations provided with less than 14 days' notice may be subject to the following charges:</p> <ul style="list-style-type: none"> <li>● <b>More than 14 days' notice:</b> No charge</li> <li>● <b>Between 14 and 7 days' notice:</b> 50% of the agreed fee</li> <li>● <b>Less than 7 days' notice:</b> 100% of the agreed fee</li> </ul>
<p><b>Consultant Cancellations</b></p>	<p>In the rare event that I am unable to deliver a consultation or training event (for example, due to illness or unforeseen circumstances), I will provide as much notice as possible. A full refund or rescheduled session will be offered.</p>
<p><b>Travel and Location</b></p>	<p>Consultations can take place in person or online. For in-person visits, travel costs will be included within the quote provided.</p>
<p><b>Scope of Work</b></p>	<p>The content and outcomes of each consultation will be agreed upon before the session. Nova SEND Services provides advice, guidance, and professional recommendations based on experience and expertise in SEND and education. Implementation of any recommendations remains the responsibility of the client organisation</p>
<p><b>Confidentiality</b></p>	<p>All information shared during consultations will be treated as confidential and will not be shared with third parties without consent, except where required by law or safeguarding duties. Notes or reports produced will be stored securely in line with data protection regulations.</p>
<p><b>Reports and Follow-Up</b></p>	<p>If a written report or summary is required, this must be agreed in advance and may be subject to an additional fee. Reports will be provided within 10 working days of the consultation unless otherwise arranged.</p>



<p><b>Technical difficulties (online training or consultation)</b></p>	<p>It is the client's responsibility to ensure they have a fully functioning computer or laptop equipped with speakers and a microphone. Nova SEND Services cannot be held responsible for rearranging or extending the session in the event of delays caused by client-side technical issues.</p> <p>In the event of technical difficulties on the part of Nova SEND Services that prevent the session from taking place, the session will be rearranged at no additional cost to the client. If the issue cannot be resolved within a reasonable time, a full refund will be offered.</p>
<p><b>Safeguarding</b></p>	<p>Nova SEND Services operates with a strong commitment to safeguarding. Any concerns relating to the safety or wellbeing of a child or vulnerable adult will be reported in line with statutory safeguarding procedures.</p>
<p><b>Liability</b></p>	<p>Nova SEND Services provides professional advice in good faith based on the information available at the time of consultation. Responsibility for how recommendations are implemented rests with the client. Nova SEND Services cannot be held liable for outcomes resulting from the implementation of advice.</p>
<p><b>Acceptance of Terms</b></p>	<p>By booking a consultation with Nova SEND Services, you confirm that you have read, understood, and agree to these Terms and Conditions.</p>