

## Terms and Conditions

### PAYMENT TRANSACTIONS

Transactions are processed through PayPal secure online payment system.

You may return any product within 30 days of delivery for a full replacement, provided that the return is a result of our error (you received an incorrect or defective item).

You should expect to receive your replacement within four weeks of giving your package to the return shipper, however, in many cases you will receive a replacement more quickly. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time it takes us to process your return once we receive it (3 to 5 business days), and the time it takes your bank to process our refund request (5 to 10 business days). We'll notify you via e-mail of your replacement once we've received and processed the returned item.

### SHIPPING

Ordering an item from The Stop Partnership includes the shipping costs.

### DELIVERY TIME

When you place an order, we will estimate shipping and delivery dates for you based on the availability of your items. After placing your order, you will receive order confirmation e-mail.

### REFUNDS

We do not offer a refund for products bought in good faith which are not defective or damaged. Though replacements will be made for the latter as set out below.

### REPLACEMENTS

We will replace any CD found to be defective or damaged provided that said item is returned with packaging for testing within our test center.

## ON LINE COURSE BOOKINGS

Booking can be made by post, or online. Simply complete your booking form and send it with your cheque to the address at the top of the application form within the course brochure. For online bookings, use the deposit payment option to process the payment through PayPal and return application form via email.

To secure your booking £195 must be paid in advance. Full payment must be received 5 days in advance of the course start date and should be accompanied by a completed booking form.

## ON LINE SESSION BOOKINGS

Payments can be processed through our on line booking service for one to one therapy treatments. We reserve the right to alter timings and location of therapy sessions as may from time to time prove necessary. Any refund of such fees, due to the client's inability to attend, is purely at the discretion of the therapist.

## COURSE JOINING INSTRUCTIONS

You will be sent joining instructions at least 7 days prior to the course commencement, which will contain details of the location, start times and other relevant details.

## CANCELLATIONS & TRANSFER

Course deposit monies and course fees are non-refundable.

The Company reserves the right to change dates and venues. The Stop Partnership and The Advanced School of Hypnotherapy reserves the right to alter the course content, location or cancel any course at any time without liability.

## COURSE CONFIRMATION

We aim to confirm your place on the course within 24 hours of receiving your completed form and deposit. If you do not hear from us within a working week please contact our office on: 0772 3053 177 or email from [www.thestoppartnership.co.uk](http://www.thestoppartnership.co.uk).

## COURSE FEES

The fees for the course include the tuition, morning coffee and afternoon tea, course documentation and selected CDs.

#### OWNERSHIP AND QUALITY OF INFORMATION

Legal and beneficial title to all intellectual property rights existing in any recorded media, documentation, data, know-how, methods and concepts, used or developed by us in providing the products and services, shall, as between you and us, belong to and remain vested in us.

All conditions or warranties (whether expressed or implied by statute or common law or arising from conduct or a previous course of dealing or trade custom or usage or otherwise) as to the quality of the session materials and media we supply or their fitness for a particular purpose (even if that purpose is made known expressly or by implication to us) are expressly excluded.

#### DATA

When you place an order, all personal data provided to us will be used in accordance with data protection laws and our privacy policy. All courses are certified by the General Hypnotherapy Standards Council. As such your data will also be shared with that 3rd party for the use of certification.

#### OUR PROMISE

We will use all reasonable care and skill in providing the services and products you order under this agreement, but we do not guarantee any results of the services and products. Any decision you make having received any of our services and products are your own and you remain wholly responsible for any decisions and actions you take.

#### UNFORSEEN EVENTS

We are entitled to delay or reduce the level and/or scope of service(s) (including recorded media and session materials) if we are prevented from or hindered or delayed in obtaining or delivering the services (including session materials) as a result of any circumstances beyond our reasonable control.

#### GENERAL ISSUES

This agreement is the entire agreement between us and it supersedes any previous agreement between us relating to any services we provide, unless otherwise agreed in writing by us both. We both agree that by entering into this agreement, neither of us has relied on, and is not able to have any remedy, for any statement, promise, representation or understanding (whether it is made

negligently or innocently) or any person other than what is expressly promised in this agreement. The only remedy available for breach of the promises in this agreement is for breach of contract. Nothing in this paragraph attempts to limit or exclude any liability for fraud.

No failure or delay in enforcing any of our rights under this agreement will prejudice or restrict those rights. If we waive our rights to require you to comply with this agreement it will not operate as a waiver or any further exercise of the right and a waiver of any breach will not operate as a waiver of any subsequent breach.

We both agree that each provision of this agreement is severable and distinct from any other. If any part of this agreement is found to be illegal, invalid or unenforceable in whole or in part, we both agree that the legality, validity and enforceability of the remainder of the agreement is not affected.

No terms of this agreement are intended of the benefit of any third party, except where expressly stated in this agreement, and we both agree that it is not intended that any term of this agreement should be enforceable by a third party under the Contracts (Rights of Third Parties) Act 1999. If you choose to make an order, these terms and conditions only apply to that order and not to any future orders.

Bookings are subject to the terms and conditions. Bookings cannot be confirmed until full deposit has been received. All requests for cancellations and transfers must be confirmed in writing and will only be accepted if received more than 30 working days before the workshop. Cancellation or transfer less than 30 and more than 20 working days before the course, 50% of the course will be forfeit. Cancellation or transfer received less than 10 working days before the course or if a delegate fails to attend, all fees are forfeit.

## LEGAL NOTICE

### WARNING

Do not use the techniques or exercises contained within this website or products purchased whilst driving or operating machinery, or if you suffer from epilepsy, clinical depression or any other nervous or psychiatric condition. The information provided is not a substitute for proper medical advice. If in doubt, please consult your doctor or licensed medical practitioner.

### PRIVACY POLICY

The Stop Partnership takes your privacy seriously. In general, we use the personal information that we collect from you to identify personal preferences and match your needs with relevant products, and process any orders that you may make through our website.

## CONSENT

Your use of this website signifies your consent to us collecting and using information about you as deemed relevant to our continued customer care and keeping our customers and clients informed and updated.

## OTHER DISCLOSURES

We reserve the right to access and disclose individually identifiable information to comply with applicable laws and lawful government requests, to operate its systems properly or to protect itself or its users.

## CUSTOMER FEEDBACK AND COMPLAINTS

We welcome your questions and comments about privacy issues and the design of our website. Should you have such comments or have a complaint about how we are using your data, please send an email through [www.thestoppartnership.co.uk](http://www.thestoppartnership.co.uk)