

## PPD Learning Booking Policy

### 1. What is this Booking Policy for?

PPD Learning provides training in the Neuro-Linguistic Programming skills. The courses we provide, deliver the high quality of support and experience we believe are necessary to give students the richest opportunity for learning and transformation. At PPD Learning, we do not believe in acquiring just the knowledge of NLP, we believe in mastering the art of NLP. We also believe that this is a continuous ongoing process rather than a destination.

The PPD Learning Community is the group of students who have joined PPD Learning on their journey. This includes all those who attend our training, either for the first time, or to review their attendance on our courses. We would love for you to join and to be a part of the PPD Learning community.

PPD Learning values giving students the choices on their journeys. This Booking Policy is about delivering value, and about increasing the transparency in our relationship, so that you can make the best choices for you.

## Course Delivery

### 2. What your booking pays for and what PPD Learning commits to students

Full payment of a booking covers the cost of:

1. Your attendance at the course venue on the dates that you have booked
2. Your attendance during a course presentation of the topics and outcomes advertised.
3. The presentation by a trainer approved by PPD Learning to deliver that course material.
4. One copy of the student's course materials
5. Participation in the exercises during the course
6. Support from the course Assistants
7. Skills assessment and feedback on certificated programmes
8. Recommendation on further personal development based on the outcome of a skills assessment.
9. Refreshments at the morning and afternoon breaks
10. The conditions for cancellation and refund

PPD Learning reserves the right to change the advertised course venue and/or trainers, to those of equivalent or better value.

### 3. Student's Commitments to PPD Learning

1. Students will pay in full, by the payment due date, for courses they have booked.
2. Students will attend the courses on the dates which they have booked.
3. Students will fully, openly and pro-actively participate with PPD Learning in their training.

## Booking Course Programmes

### 4. Package and Special Rate Bookings

PPD Learning programmes are designed and optimised to work in a specific sequence. There are significant benefits that are available to students from following the courses as designed. Package Rates are made available to students who follow the programmes in the designated sequence.

A Package Rate is a special price offering considerable savings for students when attending the designated sequence of course modules.

1. Package Rates are available to students who book in advance of the programme start date and book to attend all courses planned for that programme.
2. Practitioner Course Programme options are available:
  - a. The course options to be booked must be selected at the time of booking.
  - b. A cancellation fee is payable if notice of a transfer between options is received by PPD Learning less than 42 days in advance of all the modules affected. The cancellation fee is specified in the Booking Policy.
  - c. The full balance of any fees owing must be paid before new options can be booked.
  - d. Transfers can only be made to the options advertised as currently available.
3. Master Practitioner programme does not have options and transfers are not available. All Master Practitioner modules must be completed on the dates required for the Student to be eligible for the Package Rate.
4. Special course review rates are available for students who are repeating courses.
5. PPD Learning are not liable to refund fee differences that may arise due to delegates booking at different times, promotions etc.

### 5. Full Journey Passport

PPD Learning wishes to reward student commitment to a full experience of the PPD Learning Journey. A Full Journey Passport is available at a special package rate which delivers incredible savings and also offers benefits of phenomenal value.

The Full Journey Passport provides up to 45 days of PPDL training within a 2 year period. Conditions for this package are:

1. Up to 45 days of PPD Learning training can be booked within a 2 year period from the date of the first training day. The Training Days can include:
  - a. Attendance on a full PPD Learning Practitioner programme
  - b. Attendance on a full PPD Learning Master Practitioner programme.
  - c. Attendance on any PPD Learning standalone modules up to the maximum training days allowed.
2. Admittance to any course is subject to availability and to a booking received and accepted prior to the course start date.
3. Pre-requisite skills or criteria may be required. It is the responsibility of the student to ensure they meet any criteria for booking.
4. A booked course is subject to the PPD Learning cancellation conditions and cancellation fee. Days missed on a booking cannot be refunded nor added back to the training day total.

5. Training days not used within the 2 year period are lost at the end of the period without refund.
6. Certification on courses is not guaranteed and the cost of certificates is not included within the Full Journey Passport.
7. The passport does not cover entry to the PPD Learning Practice Group.
8. The Journey passport is only available for a named student and is not transferrable.

## 6. Booking Standalone Modules

Booking courses as standalone modules provides for students who require choice and flexibility in attending course dates. This approach to booking is also for Students who wish to review courses, or for those Students who are not able to attend programmes in the sequence designed.

1. Standalone course modules may be booked individually.
2. Pre-requisite skills or criteria may be required. It is the responsibility of the student to ensure they meet any criteria for booking.
3. Some courses, such as "Path of Mastery", are only available when booked as part of a programme and are not available standalone. Please call PPD Learning and ask if you have any questions.
4. Bookings can only be accepted for course modules that have been advertised in the PPD Learning course calendar. PPD Learning provides no assurance as to the availability of courses not currently in the PPD Learning Calendar.
5. Special course review rates are available for PPD Learning Community Members.

## Payment

### 7. Self-Financing:

1. A minimum 25% deposit is required when making a booking. Self-financed bookings cannot be accepted without the minimum payment of a deposit.
2. Full payment is due 42 days prior to the start of the booked course.
3. A Payment Plan Option is available on NLP Practitioner, Ultimate NLP Master Practitioner Package and Full Journey Passport Package Rates. When taking the Payment Plan Option, a deposit of 25% is payable on booking.
  - a. For the Practitioner courses, the balance is due in 3 equal further payments. The first of these payments is due 14 days before the first course module starts. The last payment must be completed before the student may finish the course.
  - b. For the Master Practitioner courses, the balance is due in 5 equal monthly payments. The first of these payments is due 14 days before the first course module starts. The final payment must be completed prior to the student attending the last course module.
  - c. For the Full Journey Passport, the balance is due in 5 equal monthly payments. The first of these payments is due 5 days before the first course module starts. The final payment must be completed before courses are attended after the initial 5 month payment period.
4. An administration charge is payable on each of the Payment Plan Options. The administration charge is due at the time of the first balance payment.

- a. £30.00 for the Practitioner,
  - b. £50.00 for the Master Practitioner
5. Payment is accepted by debit card, credit card or Inter-Bank Transfer.
  6. All advertised course rates are subject to an additional VAT charge at the rate applicable at time of booking.
  7. All due payments must be received and fully cleared by PPD Learning prior to the payment due date. PPD Learning reserve the right to refuse admission to a course where full due payment has not been received.

## 8. Organisation Sponsored

1. When a booking is being funded by a sponsoring organisation, payment terms are:
  - a. Invoice issued for full booking fee on receipt of booking.
  - b. Invoices due for payment within 30 days of receipt.
2. Should a purchase order be required for payment of the invoice, it is the delegate's responsibility to ensure that PPD Learning Ltd has the full details and an agreed purchase order before a course attendance can be booked.
3. PPD Learning reserve the right to refuse attendance on a course and to charge interest on late payments at the prevailing LloydsTSB business account unauthorised borrowing monthly interest rate:  
[http://www.lloydstsbusiness.com/ratesandcharges/finance/lending\\_rates.asp](http://www.lloydstsbusiness.com/ratesandcharges/finance/lending_rates.asp)
4. Attendance on a course is subject to payment of the invoice. Where a company being invoiced goes into bankruptcy or liquidation prior to payment, then the booking can no longer be accepted.

## Attendance

PPD Learning design courses to provide the maximum opportunity for learning and transformation. Full attendance is vital for students to obtain the full benefit.

1. It is the responsibility of the student to attend the courses on which they are booked. Unattended bookings are not transferable and refunds are not available for missed training days.
2. PPD Learning reserve the right to refuse entry to its courses.
3. PPD Learning reserve the right to remove someone who is negatively impacting on the learning of other students.

## Cancellations and refunds

1. A full refund is available if you cancel your booking up to 42 days before a course start date.
2. When a booking is cancelled after the 42 day notice period, Cancellation fees will then be calculated on the following basis:
  - a. 25% of the course module standalone fee from 42 days prior to the course start date,
  - b. 50% of the course module standalone fee from 14 days prior to the course start date

3. No refund is available once a course module has started.
4. On NLP Practitioner, Ultimate NLP Master Practitioner Package and Full Journey Passport Package Rates, where the programme is cancelled by the Student part way through, the cancellation fee is calculated for course modules included in the Package Rate as:
  - a. 25% of any course module standalone fee with less than 42 days notice before the course start date,
  - b. 50% of the course module standalone fee with less than 14 days notice before the course start date,
  - c. 100% standalone module fee for all course modules with start dates prior to receipt of the cancellation notice,
  - d. The fee used is that standalone module fee which was available to the student at the time the package was booked.
5. On the Full Journey Passport, where a course booking has been cancelled, the cancellation fee is calculated as:
  - a. 50% of the course module Training Days (rounded up to full days), with less than 42 days notice before the course start date,
  - b. 100% standalone module Training Days with less than 14 days notice before the course start date,
6. A full refund of fees paid, or Training Days is available if a booked course is cancelled by PPD Learning prior to the start of the course module.

## PPD Learning Community Membership

Members of the PPD Learning Community are those who have shared their journey with PPD Learning through attending courses.

1. There are different levels of membership available within the PPD Learning Community:
  - a. Bronze members of the community must have completed either a full Practitioner or full Master Practitioner training with PPD Learning.
  - b. Silver members must have completed both a full Practitioner and a full Master Practitioner training with PPD Learning.
  - c. Gold membership is issued on a discretionary basis only by Judith Lowe and is for a period of one year from date of formal notification. Rates for Gold members are only available to Gold members.
2. Levels of membership are issued to students by PPD Learning at its discretion and criteria. PPD Learning reserves the right to withdraw membership.

## Certification

1. Certification on PPD Learning courses is according to the criteria provided by PPD Learning and published within the official course handouts. These criteria will include standards for:
  - a. Attendance
  - b. Participation

- c. Modelling (on Master Practitioner only)
  - d. Skills
2. Skills assessment is carried out by the course assistants and the final decision resides with the Course Director. PPD Learning reserve the right to refuse certification.
3. On Practitioner and Master Practitioner programmes, qualifying students will be notified of their award of a certificate. Certificates are co-signed by Judith Lowe and John Grinder, and will be sent to the qualifying students as soon as they are available.

## Assisting on Courses

Assisting on a course is by formal invitation from PPD Learning only. Assistants must agree to and sign the Assistants Agreement for each programme or module that they attend.

## Limitation of Liability

1. Except in respect of death or personal injury due to negligence, the entire liability of PPD Learning to the Student in respect of any claim whatsoever or breach of this Agreement, whether or not arising out of negligence, shall be limited to the price paid by the Student to which the claim relates.
2. In no event shall PPD Learning be liable to the Student for any loss of business, loss of opportunity or loss of profits or for any other indirect or consequential loss or damage whatsoever. This shall apply even where such a loss was reasonably foreseeable or the Supplier had been made aware of the possibility of the Student incurring such a loss.

## Intellectual Property and Copyright

All Intellectual Property Rights produced from or arising as a result of the performance of this Agreement shall, so far as not already vested, become the absolute property of PPD Learning Ltd, and the students shall do all that is reasonable necessary to ensure that such rights vest in PPD Learning Ltd by the execution of appropriate instruments or the making of agreements with third parties.

## Data Protection

Any information supplied by clients or prospective clients of PPD Learning Ltd. will be retained by PPD Learning Ltd. on a database and will be used to compile a paper delegate list to be distributed at booked events. The information may also be used for marketing purposes and you could be contacted by letter, fax, telephone or e-mail with details of future events and courses organised or promoted by PPD Learning, which may be of interest to you.

## Notices

Any notice that needs to be submitted to PPD Learning can only be accepted through PPD Learning receiving an e-mail or pre-paid letter at the contact address given on the contact

page of our website. Notices are deemed as served at the time and date that they are received by PPD Learning.

## **Entire Agreement**

This Agreement contains the entire agreement between the parties relating to the subject matter and supersedes any previous agreements, arrangements, undertakings or proposals, oral or written.

## **Governing Law And Jurisdiction**

This Agreement shall be governed by and construed in accordance with the English law.