

Terms and Conditions and Policies

Designed By ME Consultancy Ltd.

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Status of Designed By ME Consultancy

Designed By ME Consultancy Ltd. is registered in England as a Limited Company; its work is governed by its Director Mark Elwell.

Company Registration No. 10302893

VAT Registration No. 248 3516 94

Privacy Policy

Privacy statement – Designed By ME Consultancy will not collect any information from you except that required for processing your enquires or orders. *Read the Privacy Policy for more information.*

Copyright and Liability

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Designed By ME Consultancy Ltd. provides links from its site to the sites of other organisations or institutions for informational purposes only. The links in no way imply any endorsement of these site or views portrayed on these sites.

Online Shop/e-commerce

Order methods:

Orders for products, publications, places at events or events may be submitted:

- Online: www.designedbymeconsultancy.com
- Tel: 07540850757
- e-mail: designedbyme@btinternet.com

Prices & payment

All prices and payments are in UK pounds sterling (£). VAT, where applicable, will be indicated.

Payment terms

Individuals - purchasing products, resources, publications, delegate places on events and events must pay in full with purchase order (online or by post), by credit* or debit card, cheque, bacs.

Institutions/Commercial enterprises – purchasing products, publications, places at events or membership (on behalf of an individual or corporate) may do so with immediate payment online by credit or debit card* or with a Purchase Order (which must be quoted in the order process) or by post. Invoices issued to institutions/commercial enterprises will be for payment strictly within 30 days of the date of invoice.

Payment for Downloadable Shop Products

You will only receive downloadable products at time of purchase, once you have paid in full with your debit or credit card. If you decide to pay by invoice, we will not be able to email your downloadable product, until we have received payment into our bank account.

Online Payment security

All online transactions use a secure server for your protection, using industry standard SSL encryption. We do not store any Credit or Debit Card details. Transactions are to be made through debit or credit card.

Bulk orders

Quantities in excess of 20 of a single item may benefit from volume discounts - telephone 07540850757 or email designedbyme@btinternet.com for a quotation.

Postage & Packing**

UK postage - a single fee of £5.00 is to be paid at purchase point.

Overseas postage - digital, downloadable items can be purchased online by overseas customers. For items requiring postage, please call us on +447540850757 during office hours (9.00am - 5.00pm) to organise appropriate payment and process order. Overseas customers placing orders via our website will be contacted by email to be informed of the appropriate postal charge.

Delivery

Orders will normally be despatched within 6 working days (subject to stock availability).

Orders are shipped to the delivery address stated on the order using Second Class UK mail or by courier (requiring a signature on delivery) for larger or heavier items.

Any damage or shortages must be notified in writing within 14 days of receipt of product.

Returns policy

If you are not satisfied with any items from our Shop, they may be returned for a full credit within 28 days of receipt, providing they are in a re-saleable condition. Downloadable resources are non-refundable.

Returns must be authorised by Designed By ME Consultancy Ltd. (e-mail: designedbyme@btinternet.com for a return authorisation) and accompanied by a copy of the invoice. Delivery from the Shop, when charged, will not be refunded for returned goods unless they are faulty. Return carriage cost is the responsibility of the purchaser.

More information

For queries about stock availability or outstanding orders, call 07540850757 or email designedbyme@btinternet.com

* *excluding American Express*

** *Subject to change*

Training Events/Consultancy/Teacher CPD/bespoke booked training sessions (inc. booked INSET Days)

Delegate substitutions welcome at any time prior to the training session. The establishment or booker must ensure Designed By ME Consultancy Ltd. is aware of the changes. It is important to inform us as some venues require information regarding the delegates attending such as proof of identity or DBS certification for health and safety purposes.

- Written cancellations made more than 31 days before the consultancy/training event date will be entitled to a 100% refund. *
- Written cancellations made 30 – 15 days before the consultancy/training date will be entitled to a 50% refund. *
- Written cancellations made 14 – 10 days before the consultancy/training date will be entitled to a 25% refund. *
- Cancellations made less than 9 days before the training event conference date cannot be refunded. *

** Designed By ME Consultancy reserves the right to waver the % fee as it feels appropriate as long as a new date is proposed, booked and fulfilled.*

All cancellations must be made in writing (email is acceptable).

Designed By ME Consultancy Ltd. reserve the right to alter or cancel the programme and/or venue/course without notice due to

unforeseen circumstances. We also reserve the right at our absolute discretion and without further liability to cancel the programme in which instance course fees will be refunded. Designed By ME Consultancy Ltd. are not responsible for any travel or accommodation booked by a delegate. It is advisable to ensure a course is running prior to booking accommodation.

If a delegate has booked and paid for a course, but decides, (within the cancellation policy period), to move to a different course, this must be within the current term originally booked or the term following the original booking date.

Courses can be cancelled at short notice if they do not recruit to a viable level. We advise you not to book travel until you are sure the course is running. Do contact us to check prior, especially if you are booking train or flights and accommodation as Designed By ME Consultancy cannot take responsibility for these expenses.

Online Events

By booking your place on any online training course you are committing to purchase by either credit or debit card, BACS or cheque. You will only receive the link to your online, live zoom course once we have received payment.

Free Events

If you are a teacher or a trainee teacher and plan to attend our events, please seek permission from your line manager before booking and ensure you are aware of terms and conditions outlined below.

Please notify Designed By ME Consultancy if you are unable to attend as this may enable someone else to attend in your place. Designed By ME Consultancy reserve the right to charge a cancellation fee for non-attendance, or if there is a cancellation less than ten working days before the start of the course. The fee will be varying according to the resources provided on the course but can be confirmed when booking onto a course.

If a delegate has booked and paid for a course, but decides, (within the cancellation policy period), to move to a different course, this must be within the current term originally booked or the term following the original booking date.

Attending training events in COVID19 situations

During these unprecedented times Designed By ME Consultancy Ltd. will be following a set procedure to ensure that our face to face training runs successfully, in a safe and controlled environment, as per the guidelines around social distancing. The health and wellbeing of all our course delegates is important to us and we have conducted a risk assessment in order to keep everyone safe, whilst attending one of our training events.

Courses organised by Designed By ME Consultancy Ltd. - We will look to ensure all venues have a COVID-19 safe policy in place. Whilst this pandemic continues, we will aim to secure venues for course venues arranged by Designed By ME Consultancy on the outskirts of towns and cities, to try and avoid any COVID-19 hotspots. We will be selecting venues with good transport links, and that car parking is available onsite or nearby. We will email course delegates clear instructions on social distancing which may be bespoke to a particular venue.

In order to comply with Track and Trace, we will be asking delegates to provide their personal contact details in case someone on the course subsequently becomes ill. If a delegate or anyone in their bubble is showing sign of COVID-19, within 14 days of the start of the course, we would expect them to cancel from the course. A refund or an alternative date may be offered. We will be monitoring local lockdown measures and if a spike does occur, we will be in contact with you and advise of alternative arrangements.

Events/training at the client's base – All Designed By ME Consultancy consultants will follow national/local government guidelines and the COVID 19 policy of the establishment. A RAM's for the training is available if requested by the client.

Downloads Page log-on

Designed By ME Consultancy reserve the right to change the Downloads Page access and cost options (presently no cost) at any time.

Benefits will be stopped if you are found to be passing on the information on the page.

Access is granted following completion of a Designed By ME Consultancy event.

Videoin/Photography and Text

Photographs/video images and Text are supplied and recorded as part of resource development and to accompany written articles. This is largely done by teachers and students themselves, but also by Designed By ME Consultancy staff and their agents, both within teaching environments and at events.

Images may be used for practical guidance, examples of work in schools, colleges and other institutions and promotion of the subject and processes. Typically, images/text are used in articles, teaching and learning resources, the website and promotional materials.

Where images feature identifiable individuals, we obtain consent using signed consent forms and through written and verbal permission by schools and teachers, and this information is recorded in a log which includes the individuals' permission and the reason for the image's or text use.

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