

TERMS AND CONDITIONS

1. Introduction

These terms and conditions govern the relationship between PGriffin Consulting Ltd (PGCL), which also operates under the Interview Mentor brand (“the Company”), and you (“the Client”), whether you are an individual or a business. By engaging our services, you agree to be bound by these terms.

2. Scope of Services

The Company provides a range of professional services including, but not limited to:

- Management consulting
- Leadership coaching and executive development
- Business strategy development
- Support for sales and profit growth
- Organisational culture change
- Development of marketing messaging and collateral
- Team effectiveness and skills development
- Bespoke training workshops, seminars, and one-on-one sessions

The exact nature and scope of services will be agreed upon in writing in the relevant service agreement or proposal document.

3. Client Responsibilities

The Client agrees to:

- Provide timely and accurate information relevant to the project or engagement
- Make key personnel available for meetings, workshops, or interviews as needed
- Participate actively and constructively in the delivery process
- Review and provide feedback on draft deliverables in a timely manner
- Ensure decisions and approvals are communicated without undue delay

4. Fees and Payment Terms

- Fees for services will be detailed in the service agreement, proposal, or invoice.
- Payment is due within 7 days of the invoice date, unless otherwise agreed in writing, or in advance of the service start date.
- Late payments may incur an interest charge at 3% above the Bank of England base rate or may result in suspension or cancellation of services.
- Travel expenses, accommodation, and other disbursements (where applicable) will be pre-agreed and invoiced separately.

5. Confidentiality

Both parties agree to maintain strict confidentiality of all non-public information shared during the course of the engagement. Confidential information does not include information already in the public domain or information required to be disclosed by law. A separate confidentiality or non-disclosure agreement may be executed where necessary.

6. Intellectual Property

All written reports, materials, tools, presentations, and frameworks provided by the Company during or in connection with the services remain the intellectual property of the Company unless otherwise agreed in writing. The Client is granted a non-transferable, non-exclusive licence to use these materials for internal purposes only. Reproduction or distribution is not permitted without prior written consent.

7. Liability Limitations

The Company's total liability in connection with the services provided shall be limited to the total amount of fees paid by the Client for the specific engagement. The Company shall not be liable for any indirect, incidental, special, or consequential loss, including (but not limited to) loss of profits, business interruption, or reputational harm.

8. Termination

Either party may terminate the agreement by giving 7 days' written notice. In the event of termination:

- The Client will be liable for payment of services delivered or time incurred up to the date of termination.
- Any agreed-upon deliverables already completed or in progress may be provided, subject to full payment.

9. Dispute Resolution

In the event of a dispute, both parties will seek to resolve the matter informally and in good faith. If a resolution cannot be reached, the matter shall be referred to mediation before any legal proceedings are initiated. Each party will bear its own costs unless otherwise agreed.

10. Amendments

These terms may only be amended in writing, signed and agreed upon by both parties.

11. Force Majeure

Neither party shall be held liable for failure or delay in performing their obligations due to events beyond their reasonable control, including but not limited to natural disasters, pandemic, war, government restrictions, or technical failures.

12. Miscellaneous

- These terms constitute the entire agreement between the parties and supersede all previous agreements or communications.
- If any provision is deemed unenforceable, all other provisions will remain in full force and effect.
- The Company reserves the right to assign these terms to another entity, without notice.

13. Contact Information

For any questions or concerns regarding these terms, please contact me at:

P Griffin Consulting Ltd
phil@pgriffinconsulting.co.uk

14. Governing Law

These terms shall be governed by and construed in accordance with the laws of England and Wales.