

## **Terms of Use**

**Effective Date:** Date of First Payment

These Terms of Use constitute a legally binding agreement between you ("Client") and Inspire 321 Ltd ("we", "us", or "our"), with services to be rendered by Reah Co, regarding your purchase and use of our services. By purchasing our services, you agree you are voluntarily entering into a legally binding Agreement with us, inclusive of the following terms and conditions mutually agreed upon:

For good and valuable consideration as outlined below, the receipt and sufficiency of which is hereby acknowledged by all parties, Client is electing to purchase access to the "Inspire 321 Ltd Parent Advocacy and Coaching Services". In exchange, we agree to provide the services outlined in the Programme Outline below.

### **1. Definitions and Interpretations**

For the purposes of these Terms of Use:

**Parent-** Includes biological parents, adoptive parents, legal guardians, foster carers, step-parents and anyone with parental responsibility.

**Client-** Refers to the individual purchasing services from Inspire 321 Ltd, whether as a parent or on behalf of a child or family.

**Services-** Refer to the bespoke parent advocacy and coaching packages offered by Inspire 321 Ltd, as described on our website, sales material or in any subsequent agreements.

**Deliverables-** Mean any reports, action plans, consultations or materials provided by us as part of the Services.

### **2. Services**

We offer bespoke parent advocacy and coaching services, including consultations, action plans and tailored support for families of children with or suspected to have special educational needs (SEN). Details of the services provided can be found in the package descriptions outlined on our website, sales material or shared via email following the SEND Support Connect Call or 20 minute complimentary SEND advisory call.

#### **2.1. Service Duration:**

All services purchased must be fully utilised within 4 months of the purchase date. We do not offer part refunds if services are not fully utilised within this time frame.

### **3. Supplier Obligations**

- 3.1. Perform the services with reasonable care and skill, using suitably qualified and experienced personnel.
- 3.2. Use reasonable endeavours to provide services in accordance with the service descriptions set out in our communications or schedule.

- 3.3. Ensure that all deliverables, goods, materials and techniques used in providing the services are of satisfactory quality and fit for purpose.
- 3.4. Comply with all applicable laws, statutes, and regulations, except where such compliance would place Inspire 321 Ltd in breach of obligations under this agreement.

#### **4. Client Obligations**

- 4.1. Provide timely and accurate information to enable the delivery of our services.
- 4.2. Attend scheduled consultations and provide any required documents, data or input needed to fulfil the service.
- 4.3. Make payments in accordance with the terms outlined in Section 5.

#### **5. Payment Terms**

Payments for our services can be made via card through our secure third-party payment processor, Stripe, or through bank transfers to our business account.

##### **5.1. Payment Plans:**

Payment plans are available for services over £150. The first payment must be made before any work commences. The final payment must be completed within 14 days of the work's completion.

##### **5.2. Late Payments:**

In the event of a late or missed payment, Inspire 321 Ltd reserves the right to suspend services until payment is received. For payment plans, failure to pay within 14 days of the due date will result in service suspension. For any amounts outstanding after 30 days, we reserve the right to take additional actions, including engaging a collection agency and may charge an additional 5% late fee on the outstanding balance.

#### **6. Refunds and Cancellations**

We offer a full refund within 7 days of purchase, provided the Client has not utilised any part of the service.

##### **6.1. Cancellation Policy:**

Clients must cancel any scheduled meetings or consultations at least 48 hours in advance. Failure to do so will result in the session being charged or counted towards your purchased hours within your package, and no refund will be provided.

#### **7. Non-Disclosure and Intellectual Property**

All templates, guides, strategies and other materials shared during the course of the services are the intellectual property of Inspire 321 Ltd. Clients agree not to share, copy, distribute or sell any of these materials without prior written permission from us. Violation of this clause may result in termination of services without refund.

## **8. Testimonials**

By agreeing to these Terms of Use, you grant us permission to use any feedback or testimonials provided during or after the completion of the services in our marketing materials, website or social media channels. You grant us a non-exclusive, unlimited, irrevocable license to use this content without expectation of compensation or further notice.

## **9. Confidentiality**

Both parties agree to keep all personal and business information exchanged during the course of our services strictly confidential. Inspire 321 Ltd will not disclose any personal or sensitive information without the express consent of the Client, except where required by law.

## **10. Data Protection**

Inspire 321 Ltd processes personal data in accordance with the UK General Data Protection Regulation (UK GDPR). We will use your personal data only for the purpose of delivering services and will not share your information with third parties without your explicit consent, unless required by law. For more details, please refer to our Privacy Policy, which can be provided upon request.

## **11. Liability and Disclaimer**

While we are committed to providing high-quality, impactful services, we do not guarantee specific outcomes or results. You acknowledge that your participation in our programs and services is voluntary and that you are solely responsible for your actions and results. Inspire 321 Ltd will not be liable for any damages, losses or injuries incurred during or as a result of using our services.

## **12. Amendments**

Inspire 321 Ltd reserves the right to amend these Terms of Use at any time. Should material changes be made, clients will be notified via email and continued use of our services will constitute acceptance of the revised terms.

### **Contact Information:**

**Inspire 321 Ltd**

**Email:** [info@inspire321.com](mailto:info@inspire321.com)

**Phone:** 0800 772 3800

**Website:** [www.inspire321.com](http://www.inspire321.com)