

Colors at Work

Terms and Conditions

Personal Branding | Individual counseling | Coaching |
In-Company Training | Workshops | Presentations

Requests

Requests for training, coaching, workshop, or presentations to be provided by Colors at Work can be made in person or by phone, by email or by letter. Colors at Work always confirms an application for a tender. Clients will receive the offer by email or in writing. The order confirmation shows the agreement subject to proof to the contrary.

Requests for support from Colors at Work can be made in person or by phone, by email or by letter. Colors at Work always provides an offer. Clients will receive the offer by e-mail or in writing. The training price as stated in the offer is binding during the period of validity of that offer.

Cost

Training costs include material costs, excluding € 0.37 travel costs per kilometer or rental cost for a training-, workshop- or coachlocation. These prices are binding unless otherwise agreed in a written agreement and confirmed by Colors at Work.

Payment

Our payment term is 14 days.

Cancellation by the client

If the engagement is canceled within four (4) weeks before the start of the training, coaching, workshop or presentation, we will charge 50% of the costs. In case of cancellation within one (1) week before the start or after the start of the training, coaching, workshop or presentation, Colors at Work will charge the agreed costs in full.

When rescheduling a training within this period, Colors at Work will make a good faith effort to schedule a new appointment as quickly as possible (within one month) at the least possible cost for the client / customer. If this does not work, we will charge 50% of the agreed costs in the event of cancellation within four (4) weeks and the full agreed costs within one (1) week. In case of cancellation, a replacement participant can be nominated free of charge. An exception to this is the participant who had an intake interview prior to the

training. Replacement after the intake interview is only possible in consultation with, and with the explicit approval of, the executive trainer.

Replacement trainer or coach

Colors at Work is at all times entitled to replace one professional trainer with another professional trainer once the training agreement has been completed and finalized. Exceptions to this are: a client has requested a specific trainer or specific coach. In these cases, Colors at Work is obliged to comply with that appointment at a later time, or to stop or cancel the training.

Cancellation by Colors at Work

Colors at Work has the right to cancel a training or coaching in which case the participant is entitled to a refund of the full amount of unused meetings/training already paid to Colors at Work. Colors at Work is entitled at all times to change the date, time, duration, frequency and location of a training.

Quality Improvement

For reasons of quality improvement, Colors at Work reserves the right to update the training continuously. Improvement is a continuous process for Colors at Work. We are pleased with all the feedback we receive, and Colors at Work uses feedback to improve our service and overall quality. For this purpose we will always evaluate the process and results with our clients.

Notice of default

If a client or customer defaults on payment, Colors at Work will hand over the claim to the Bailiffs Office of Haarlemmermeer. All judicial and extrajudicial costs, as well as the interest on payments due, will be recovered from the client or customer.

Nb: We have never had to make use of this condition.

Intellectual property

Colors at Work owns the copyright to the teaching materials it provides and has compiled (except for books available on the market). All information and material provided by, or on behalf of, Colors at Work in the context of the training is exclusively for the participant's or his / her organization's own use.

Nb: Colors at Work is very much for sharing information, but with retention of copyright and in consultation.

Confidentiality

Colors at Work will handle information or information about persons or organizations provided or made known before the training with care and discretion. Trainers adhere to the code of conduct of the Netherlands Institute for Psychologists (NIP). We guarantee confidentiality. Information about a participant is only exchanged with the permission of that participant and only if desired.

Complaints

Colors at Work is a learning organization. We always take feedback to heart. Colors at Work therefore makes every effort to guarantee and continuously improve the quality of its training, coaching, workshop or presentation. Professionalism of trainers is of paramount importance. If the content or course of the training, coaching, workshop or presentation does not meet expectations, we request that clients contact Colors at Work as soon as possible and report this. Where appropriate, suitable solution will be sought with the client.

Disputes

In case of disputes, the court in the region of the place of business of Colors at Work has jurisdiction to rule. The location of Colors at Work is Noordwijkerhout, municipality of Noordwijk.