



**58 Field Close
Westbury
Wiltshire
BA13 3AG**

 **07811 910214**

Thank you very much for your recent booking(s) for me to come to your event. Please can you complete the few brief details below so that invoicing can be done smoothly and efficiently.

ORGANISATION NAME.....

ORGANISATION ADDRESS

.....

.....

ORGANISATION POST CODE

CONTACT NAME (FIRST AND LAST).....

ORGANISATION OR CONTACT PHONE NO

ORGANISATION OR CONTACT MOBILE NO

ORGANISATION OR CONTACT FAX NO

ORGANISATION EMAIL (for emailing invoices)

I am not currently VAT registered so will not be adding this to the invoices. As a new customer, I have included the terms and conditions in full. There aren't that many but I have had to introduce them because of several occasions of non payment and last minute cancellations. I am sure that you will understand my predicament and the reason why it was necessary. Please sign the form – by doing so, you agree to be bound by the following terms and conditions.

SIGNED: _____ DATE: _____

Terms & Conditions

GENERAL

The business proprietor is Andy Wright, sole trader, from 58 Field Close, Westbury, BA13 3AG. Telephone: 07811 910214. Email: apwright@blueyonder.co.uk. Websites: www.thewrightinspiration.com www.ukstda.co.uk, www.chikung4health.com www.trainingthewrightway.com Qualifications (certificates), work references, Public Liability insurance Certificate and the like for Mr Wright are available for viewing upon request.

A Risk Assessment for any practical session (where appropriate) will be emailed to you upon request.

New customers must complete a NEW CUSTOMER DETAILS form and post it back to us ASAP. Our terms and conditions are supplied with this form for you to keep and refer to. The T&C's may be updated periodically and the amendments will be sent by email to the email address you provided.

If you do not raise queries about the terms and conditions or any updates that are issued, it will be assumed you agree to be bound by them. Further bookings made for my services will signify that you agree to the terms and conditions and updates.

A price will be mutually agreed for your event, and this may or may not be inclusive of expenses; details of expenses will be shown separately on the invoice. Also excluded in the price will be the hiring of any AV equipment or additional items such as PA. If necessary these will be sourced and then the charges notified to you.

Session lengths are usually by negotiation, depending upon schedules and the requirements. A full provisional outline will be provided, where ever possible.

Bookings should be made by email with specific dates listed, along with the time(s) and duration of the session(s).

Full postal address of the venue should be provided. If possible allocated parking would be appreciated.

Where a verbal order for a booking is given, the details must be confirmed by email (requirements as stated above).

All bookings (unless cancelled - see CANCELLATIONS below) will be invoiced for by email at the beginning of the week of the event, unless otherwise arranged.

All invoices issued must be paid within 30 days unless other payment arrangements are made prior to the booking being accepted. This could include a deposit payment, balance due on the day OR full payment the day before the event.

The "due date" - the last day the invoice must be paid by - is in the date due box at the top of the invoice.

Our invoices are sent using custom Software by email, with a "read receipt request", please send confirmation back. Not responding to the read request does not give you an excuse that you did not receive the invoice. Please

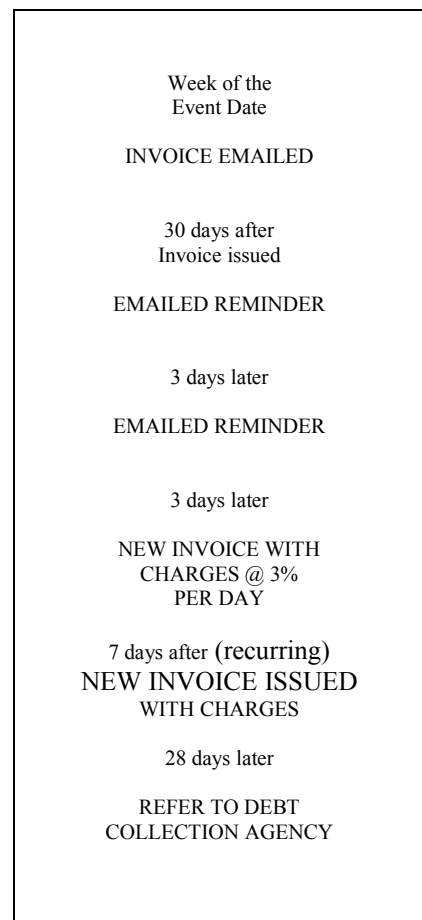
ensure you have provided us with a valid email address that is not likely to bounce and is monitored. Invoices can also be posted to you although email is preferred / more efficient.

If you are having problems paying the invoice please contact ANDY WRIGHT on 07811 910214.

The person named on the NEW CUSTOMER FORM must be aware that they are responsible for making sure payments are made within our terms and conditions. It is not acceptable for the person named to cite a department or another person as being responsible for the lack of payments and that this department or person should be contacted by us.

INVOICE PROCESS

- a) INVOICE for work is emailed (or sent by post) BEFORE the event date.
- b) Payment due within 30 days, sooner if possible
- c) An OVERDUE reminder e-mail (or letter) will be sent to you on the due date. You will have 3 working days to make full payment for the invoice in question.
- d) If after 3 working days of the first reminder e-mail (or letter) no payment has been received a second OVERDUE reminder email (letter) will be sent to you.
- e) If after a further 3 working days no payment has been received, interest at the prescribed rate will be added for each day the original invoice remains overdue, calculated FROM THE ORIGINAL INVOICE DUE DATE to the present date.
- f) At 7-day intervals further additional invoices will be issued detailing the extra interest incurred until the payment has been received OR 28 DAYS, whichever comes first. New invoices will include ALL fees and charges issued to date, along with interest at the prescribed rate on this amount.
- g) At the 28 days stage the debt will be referred to a debt recovery agency and any charges they make will be passed on to you.
- h) Invoices for charges and fees are DUE FOR PAYMENT IMMEDIATELY. They do not have 30 day terms and must be settled ASAP (within 7 days).
- I) *Interest Charge Invoices* can accumulate interest at the prescribed daily rate.



PENALTIES

The total amount (original invoice plus fees & charges) will increase by 3% for each day (including weekends) that the invoice remains unpaid beyond the "due date".

There is no limit to the amount of interest that each invoice can gain, however after 28 days of being overdue the debt will be referred for debt recovery and any associated fees incurred in achieving this will be added to the invoice, and you will be informed by letter.

With regard to overdue accounts, a new invoice will be sent to you every seven days which will show the current interest and charges due for the invoice that remains unpaid.

For customers who fail to pay by the "due date" on more than one occasion, we reserve the right to request full pre-payment for the session or entire series of sessions.

MAKING PAYMENTS

All Invoices can be paid by CASH, BACS (direct bank transfer), Paypal or CHEQUE. If paying by BACS you must ensure that the payment reaches us by the last day of the invoice period, If paying by cheque the cheque must arrive at WESTBURY, WILTSHIRE on or before the last day of the invoice. The PAYEE must be "MR A WRIGHT" for cheque payments.

The bank details are as follows: Bank: Nationwide, Account number: 05881674 Sort Code: 07-01-16 in the name of "Mr Andrew P Wright".

CHEQUES

In the event of a cheque being returned by the Customer's bank, marked "Refer to Drawer Please Represent", "Refer to Drawer" or "Payment Stopped", an administration charge of £25 will be payable by the Customer in the event of each occurrence.

Subsequent events will need to be paid for with a different method of payment.

EVENT CANCELLATIONS

If for any reason you need to re-arrange the delivery date please inform ANDY WRIGHT within 10 working days or more either by calling 07811 910214 or e-mailing apwright@blueyonder.co.uk.

Until the cancellation is CONFIRMED (by voice or email) the event is STILL CHARGEABLE.

Customers not giving 10 working days notice (this does not include weekends) will be charged the following rate:

10+ days = no charge

6 days to 9 days = 50% charge
3 days to 5 days = 75% charge
1 day to 2 days = 100% charge

Cancellations made by you as a result of inclement weather will be charged as per the above charging scale; however at the discretion of the management this charge may be waived.

If we arrive at the location and find that the session cannot go ahead for any reason you will still have to pay the invoice total.

If we cancel the event for whatever reason, there will be no charge made. If an invoice has been raised, a credit note will be issued. Any payments made will be returned to you in the same method.

These terms and conditions replace all others, and are effective immediately.

Date of Issue : 13 July 2009
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Date of update: 01 January 2012
Date of update: 22 February 2012