

# **The Mentor Training - 2023 Programme**

with Vienda Maria and Anna Jordane

## **TERMS & CONDITIONS**

This agreement is between yourself (the Attendee) and The Mentor Training (the Provider).

The term 'Tuition Fee' used throughout The Mentor Training terms and conditions references the total course costs as cited on The Mentor Training website [www.thementortraining.com](http://www.thementortraining.com).

Attendees can choose to pay this via instalments or as a one-off cost. This Tuition Fee and the contract is for the instruction and teaching of The Mentor Training.

# Student Terms & Consent

By signing the contract you irrevocably agree that, if The Mentor Training (we/us) approves your application and accepts you as a member of The Mentor Training this is a binding contract between you and TMT and applies to your participation in The Training. By signing the contract, you acknowledge that you have read, agree to and accept all of the terms and conditions contained in this agreement. We may amend this Agreement at any time by sending you a revised version to the email you provided.

By signing the contract, you authorize the company to charge you a payment for your participation in the Training. You are responsible for full payment of fees for services rendered, regardless of whether you actually attended or missed session(s). To further clarify, no refunds will be issued.

We are committed to providing all Training participants with a positive Training experience. By signing the contract, you agree that The Mentor Training may, at its sole discretion, terminate this agreement and limit, suspend or terminate your participation in the program without refund or forgiveness of remaining balance if you become disruptive or difficult to work with, if you fail to follow the Training guidelines or if you impair the participation of the Training instructors or other participants in the program.

We respect your privacy and personal information (collectively, "Confidential Information") and must insist that you respect the same rights as fellow Training participants and of The Mentor Training. By signing the contract, you agree (1) not to infringe any of the Company's copyright, patent, trademark, trade secret or other intellectual property rights, (2) That any Confidential Information shared by any representative of the Company is confidential and Proprietary and belongs solely and exclusively to the Company, (3) you agree not to disclose such information to any other person or use it in any manner other than in Program sessions and your personal healing. By signing the contract, you further agree that (4) all materials and information provided to you by the Company are its confidential and proprietary intellectual property that belong solely and exclusively to the Company and may only be used by you as authorized by the Company, and (5) the reproduction, distribution and sale of these materials by anyone but the Company is strictly prohibited.

Further, by signing the contract, you agree that, if you violate, or display any likelihood of violating, any of your agreements contained in this paragraph, the Company will be entitled to injunctive relief to prohibit any such violations to protect against the harm of such violations.

We have made every effort to accurately represent the training and its potential Claims of actual results can be verified and examples of actual results can be provided, upon request. The testimonials and examples used are not intended to represent or guarantee that anyone will achieve the same or similar results.

This Training is a combination of information from psychological sciences literature and information acquired through practical observation in mentoring practice. It should not be construed as medical advice. You are advised to consult with your health practitioner in regard to any medical decision that may relate to your health.

This Training is for informational purposes only. Nothing, including communications, should be taken as medical advice. You should not act upon anything without first discussing it with your healthcare provider. The information in this Training is designed for educational purposes only so that you might better understand your role and work as a mentor. Any information is provided as is, with all faults, with no representations or warranties expressed or implied, including but not limited to implied warranties of merchantability or fitness for a particular purpose. You assume total responsibility and risk for using this Training and any sources related to it. No oral or written information shall take precedence over this warranty. In no event will the Company, its employees, directors or agents be liable to you or anyone else for any decision made or action taken in reliance upon the information provided through the Training.

Each individual's success depends on many factors, including their background, dedication, desire and motivation. By signing the contract, you acknowledge that there is inherent risk as with any life endeavour. There can be no guarantee of your results due to participation in the Program. By signing the contract, you also acknowledge that you have represented to the Company that payment of your Program membership fees will not place a significant financial burden on you or your family.

# Refund & Grievance Policy

We do not offer refunds for any services, courses or trainings.  
All sales are final.

Thank you for respecting this policy.

Please see our T&C document for details. <https://www.thementortraining.com/terms-conditions>

We fully commit to you. We ask that you bring that same level of commitment to us.

We ask that you create space in your life by carving out time and limiting distractions as much as possible to ensure you receive the full benefits of the training

Please take some time to review the [training info](#) and make sure everything works for your schedule before you enrol. Thank you.

That said, we're human beings. Mistakes do sometimes happen.

If you are dissatisfied for any reason, please email [hello@thementortraining.com](mailto:hello@thementortraining.com) and let us know your concern. We will reply promptly. Please communicate with a kind and respectful tone.

We will always extend that same politeness and courtesy to you.

If you enrol in training—but then decide you don't want to do the training—you can give your spot to a friend or colleague, like a gift certificate.

If you are on a payment plan, you are required to pay all payments in full before giving your spot to someone else.

Email [hello@thementortraining.com](mailto:hello@thementortraining.com) and let us know who's going to do the course in your place.

We will transfer your enrollment.

Thank you for respecting these policies.

We're grateful for the opportunity to work with you.

# Included in The Mentor Training Course

The contract to provide the programme shall commence upon the Provider's receipt of your full payment or first instalment which should be paid by the Attendee upon booking

Included in the course:

- 2 private 1:1 mentoring sessions
- 20 hours of online video lessons + scripts
- 24x 60mins live calls + replay with classes and Q&As
- An online community group space to share resources, ask questions and connect
- 2 intimate listening partnerships to practice

Assessment:

- 20 conducted working hours with fellow students and practice clients that will be reviewed and assessed (forms from client & mentor in training)
- Required to complete all the online lessons (trackable through Podia.com)
- Required to attend 70% of the live online teaching calls

## Limitation of our Liability

We, The Provider, do not accept any liability for any matter that is beyond our control and we will not in any circumstances be responsible for any consequential or indirect loss that you or any third party may incur if the course is cancelled or dates of performance of the Programme are changed at our discretion.

In the unlikely event that there is any defect or complaint with the services, please contact the Provider by email at [hello@thementortraining.com](mailto:hello@thementortraining.com) and tell us as soon as reasonably possible in as much detail as you can why you believe there is a problem with the Services or the Programme. The Provider has a reasonable opportunity to repair or fix any defect, and the Provider will use every effort to remedy the defect within 28 days of this notice by you.

In the unlikely event that the Provider returns any fees to the Attendee, the Provider is only liable to pay out to the limit of the tuition fees. The Provider is not liable for other costs incurred by the Attendee in anticipation of joining the Programme

If there is a failure to perform or delay in the performance of any of our obligations under these Terms due to Circumstances Beyond Our Control, we will not be liable for such failure, nor any consequential losses resulting from such failure to perform the obligation.

Circumstances Beyond Our Control include any act or event beyond our reasonable control, including without limitation lock-outs, strikes, or other industrial action by third parties, riots, civil commotion, terrorist attack or threat of terrorist attack, invasion, war (whether declared or not) or threat or preparation for war, explosion, fire, flood, storm, subsidence, epidemic, pandemic, earthquake, or other natural disasters, or failure of private or public telecommunications networks.

If any Circumstances Beyond Our Control affect the performance of our obligations under these Terms: you will be notified as soon as reasonably possible; the time for performance

of our obligations will be extended and our obligations under these Terms will be suspended for the duration of the Circumstances Beyond Our Control. If the delivery date for any services is affected by Circumstances Beyond Our Control, we will reschedule the delivery date with you after the Circumstances Beyond Our Control are over.

## **Behaviour/External issues preventing the completion of the course**

We reserve the right to ask you to leave the course if we consider it necessary for any reason. We will do so in writing and will refund your fee subject to specified exclusions. *(See below)*

If you choose to leave the course for any reason once it has started, you are liable for the total cost of the course

If you are asked to leave the course, it will be up to the Provider's discretion to refund your fee in full, partially or not at all, this decision will be influenced by the factors in the non-exhaustive list below which includes but is not limited to:

- Non-disclosure
- Violence
- Harassment
- Un-ethical behaviour
- Illness
- Personal accountability
- Mental health - Our staff are not medically qualified, if you have any underlying medical or mental health conditions, we strongly recommend that you get advice from a doctor before attending the Programme. Attendees must notify the Provider

of any circumstances affecting their health which may be exacerbated through continued attendance at the programme.

- Privacy: Due to the potential sensitivity of sharing information, the Attendee agrees to not share information on others outside of the circles and mentoring structures set up in this Programme, non-compliance with this will lead to a major breach of contract and a loss of your place on the course as well as possible damages being payable by you as a consequence of the breach. Please see our privacy policy for further information. By accepting this contract you agree that you have read and understood our privacy policy and you agree to be bound by it.
- Intellectual Property: The Attendee shall not sub-license, assign or otherwise transfer the rights granted
- Governing law: The Contract and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of England and Wales.
- Jurisdiction: Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with the Contract or its subject matter or formation.

*Should you have any questions, please contact us at [hello@thementortraining.com](mailto:hello@thementortraining.com)*