



Redundancy and Career Retreat "The Retreat" –Terms & Conditions

Our core ethos for Suzanne Penny & Associates Career Studios LTD is to bring expert training and coaching, coupled with networking and community to support your job search and career transition. This document details from the outset the way in which we will deliver our services to you. If you are planning to join The Retreat then you must read these terms and conditions in full prior to purchasing.

1. Membership Terms & Conditions ('Terms'): Key Details

These Terms cannot be varied and in proceeding to purchase the Membership you will be deemed to have accepted these Terms. The Terms set out below apply to the services offered by Suzanne Penny & Associates Career Studios LTD. Please read them carefully as they affect your rights and liabilities under law and set out the Terms under which Suzanne Penny & Associates Career Studios LTD ("we", "our" or "us") provide services to you, as purchaser of the Membership. These Terms are subject to any rights you have under consumer law to which we are bound and which cannot be waived by contract.

Please be aware that we may update these Terms at any time. Your continued use of the Membership indicates your acceptance of the terms and agreement to any changes.

2. Membership Outline

The Redundancy & Career Retreat (The Membership) is a membership platform for supporting you through career transition, combining career and holistic support and community .

The Membership is an ongoing commitment where you can get regular support and guidance. The Membership is running until 29 April 2022. You pay monthly and can cancel anytime. Depending on demand it may run beyond 29 April 2022 and if it does , you will have the option to remain in the membership and continue to pay monthly instalments. You will be notified at least 2 weeks before the 29 April if it will continue beyond this time.

Due to Easter week, there will be no masterclass on Easter Monday (18 April 2022).

The Membership is for professionals and executives who are in career transition, perhaps following redundancy or due to looking for a new role. This is not for entrepreneurs learning how to build a business nor is this for legal or financial advice about redundancy or employment support or any legal matter and advice.

3. Eligibility



The Membership is suitable for those who are looking for a new job, exploring options, wanting to get job search and career support and well-being support. We are not trained counsellors or psychotherapists.

You will be over the age of 18 to join.

4. Membership Specifics

There are four elements to the Membership . The following will be available to members of the Career Retreat membership:

- i) Weekly Live Masterclasses or Q and A's
- ii) Information and Documents will be provided that will benefit your job search such as sample CV templates, cover letter templates, Interview tips, LinkedIn optimisation guide etc.
- iii) A Private Community
- iv) If you have upgraded to receive a 1-2-1 coaching session, this is a 60-90 minute coaching session depending on what you chose and coaches availability with an expert coach

Live Masterclasses

The majority of live masterclasses will be led by Suzanne Penny . Some will involve guest speakers and other expert coaches as and when necessary.

The weekly masterclasses will take place Monday lunchtimes 13.15pm UK time zone. They will last a minimum of 60 minutes but often will be 90 minutes to allow for more interaction and discussion.

During each weekly live session, you will receive interactive training to learn, discuss career and job search topics which we very much hope you will find informative and inspiring.

The information and guidance shared will be based on Suzanne's 15+ years experience in the recruitment sector, 7+ years of experience supporting professionals and executives through redundancy (4 years with market leading outplacement companies. Suzanne is also a qualified ILM7 Executive Coach and mentor and has experience training managers and leaders in organisations. Suzanne is also an approved training provider for FAIB, the First Aid Industry Body, having attended a 3 day intensive course. She is not a trained psychotherapist or counsellor.

Live sessions will be recorded and made available in the membership area for 2 weeks from the date of the live session. Because they are live sessions, it will mean your name and video will be visible to members who watch the recording back.



Question & Answer Sessions

Each month you will get the chance to ask questions about the topics advertised on the Retreat Schedule which is published on the website at www.suzannepenny.com.

Every member will get the opportunity to ask questions in our live Q+A sessions and please submit your questions in advance so that we can ensure we answer them. Occasionally we may do hot seat coaching where one member takes a hot seat for 10-15 mins and the remainder of the time will be utilised for shorter questions. We would do so asking for volunteers.

Self-Study

In addition to the group masterclasses and live Q&As there will be some additional training resources available following the masterclasses. We do not email out slides but we will put recordings available to play back. Key information is available to assist your job search such as CV templates, Cover letter templates, CV guide, Interview tips and guides, LinkedIn profile optimisation guides, job search tips. Content is mainly PDFs currently. The content of all resources and training will be provided in English, translations are not available.

Private Community Group

You will have access to a private Community group to support you during the Membership.

This is initially a LinkedIn group but the hosting platform for the group could change and you would be notified.

The intention of the group is to provide community support and a network of individuals at a similar stage of their career transition and who are facing similar challenges.

From time to time, Suzanne Penny may post and offer support in the Community Group but there is no guarantee that posts will be responded to immediately or that any mailboxes will be monitored.

Please be advised that whilst we hope that you will be able to utilise the Community group, we make no guarantees as to the availability of the group and/or the content within the group at any time. Therefore, always ensure that you have back-up copies of any information shared within the group.

We will encourage you to post accountability each Friday to celebrate small and big wins and progress.

Please note You are not permitted to sell or promote products or services to other members of our Membership at any time without our prior written permission.

5. Behaviour



It is requested that at all times your behaviour towards others is polite and respectful. Should your behaviour be deemed offensive or inappropriate we reserve the right to remove you from the Retreat with immediate effect.

Each person is responsible for their own behaviour and we will not be held responsible for the behaviour or actions of any other Members.

6. Membership Fees and Payment Terms

The cost is set at the time you subscribe and you can choose an option that works for your financial circumstances, Currently £29 per month, £39 per month or £49 per month. You will have the option of paying £87 which is for the full 3 months.

Once you are a member you can book 1-2-1 coaching at a discount of 10%. My current coaching prices for 1-2-1 coaching are available to view at www.suzannepenny.com.

On subscription you will agree to monthly payments via Stripe which is in the website hosting platform of New Zenler.

Payment will be deducted upon joining and in order to stay in the Retreat for the following months membership, you will need to pay upfront. You can cancel anytime and there will be no deduction for weeks unused (if you have paid for one months membership and land a job after one week, the remaining three weeks will not be deducted).

We reserve the right to change the content and delivery of the services within the membership and the associated price point at any time. This is a founding member price and Suzanne will regularly be asking for feedback.

Should we do this we will provide advance notice so that you can decide whether to consider your subscription. We shall never increase fees without providing at least 14 days' notice and without providing you with advance notification.

7. Refunds and Cancellation

It is our aim that you will be completely happy with the Membership and that you find the information and community aspect useful and supportive . We offer a 14 day money back guarantee if you join and do not wish to continue. We appreciate that there will come a time when you wish to leave the Membership.

You can cancel anytime and there will be no deduction for weeks un-used (if you have paid for one months membership and land a job after one week, the remaining three weeks will not be deducted).



Please consider the detail of the Membership to the Retreat carefully before purchasing and get in touch to ask any questions about suitability. You will not be entitled to a refund if you change your mind or land a new job after 14 days of joining. Your statutory refund rights are not affected.

Should you wish to cancel your Membership you can cancel anytime in the membership support area . Any issues whatsoever you can email hello@suzannepenny.com.

We reserve all rights to cancel the programme for any reason without prior notice. In such circumstance a refund will be provided for the remainder of that month.

Notwithstanding any right or remedy available to us, we may cancel your Membership with immediate effect

- If you fail to pay your Membership fees by the relevant due date;
- If you commit a repudiatory breach of the Terms of this agreement;
- As decided at our sole discretion from time to time

8. Contact and Schedule

It is the intention that the Membership will run continuously until 30 April 2022 and that any training material, live Q&As and live masterclass sessions will be provided as set out above. Should an unforeseen reason arise which cause a session(s) to be postponed they will be re-arranged as soon as possible.

Throughout the Membership we will be available by emailing me at hello@suzannepenny.com . You will receive a reply within 48 hours.

If you have a technical query relating to accessing your Membership, please include

“Tech” in the subject line of your email correspondence.

9. Disclaimers

We make no guarantees or claims as to the success of any member. Each individual is unique and their abilities are unique to them. The aim is that you feel supported during your career transition, find the webinars useful to accelerate your job search, attend live Q+As if you have questions and feel supported in the community. We do not find you a job, we do not guarantee recruiter introductions, we do not review CV's and LinkedIn free of charge.

All training provided will be general information and guidance. We are not responsible for any action or inaction which you take as a result of the information within the membership.



We will endeavour to make introductions to trusted recruiters in our network to assist your job search. If you do not want an introduction, please inform us at hello@suzannepenny.com.

We are not responsible for any loss of opportunity or any investments which you make. No content in this Membership should be construed as medical advice, whether mental or physical. If you believe that you require medical attention you should seek assistance from a medical professional immediately].

We ask that all members in the Membership respect the rights of others in respect of their behaviour and privacy. We will not be responsible for the action of any members including for any disclosures made by any members based on information which has been shared within the Membership.

10. Limitation of Liability and Indemnification

To the fullest extent permitted by applicable laws, we limit liability and responsibility for any harm resulting from your use of all or any part of the Membership. We shall not be liable to you for any damages, including lost profits, whether such claim is based on warranty, contract, tort or otherwise (even if we have been advised in advance of the possibility of such damages).

If we are found to be liable to you for any damage or loss which arises out of or is in any way connected with your use of the Membership, our liability shall in no event exceed the total of any fees with respect to the Membership received by us from you, during the 6 months preceding the date on which the claim arose.

Nothing in these Terms shall limit or exclude our liability in respect to fraudulent misrepresentation, death, or personal injury, resulting from our negligence, or any other liability which cannot be limited or excluded by law.

You agree to indemnify, defend and hold us, our subcontractors and employees, harmless from any claim or demand, including solicitors' fees, made by a third party due to or arising out of your breach of these terms, or your violation of any law or the rights of a third party.

11. Privacy and Confidentiality

Your privacy and protection of your personal data is important to us. You are responsible for ensuring that your contact details are accurate and up-to-date, at the time of registration, and on an on-going basis thereafter.

Your personal data is protected as set out in our privacy policy which can be found on www.suzannepenny.com. By providing your personal data you agree to the terms of our privacy policy.



During the course of the Membership you may have access to confidential information, in particular the personal affairs of other members. In accepting these Terms, you agree that you will not use or disclose to any person, organisation or company, and shall use your best endeavours to prevent the publication of, any confidential information relating to any other member.

You accept that any unauthorised disclosure of personal or confidential information belonging to another may amount to immediate dismissal from the Membership. Should you decide to leave the Membership then you remain bound by the confidentiality and privacy obligations.

Please be aware that some training sessions may be recorded and your name and image/video may be captured. The recordings of the training will be kept and made available to others in the Membership. If you provide or share any information within these sessions about yourself or your business that information will be shared within the group. Should you not wish to be recorded please ensure that if you attend any training your camera is switched off and your name field is changed to "Attendee" with your initials so that support can still be offered but no personal identifiable information will be captured.

Your log-in details must remain confidential, and you must not disclose this information to a third party, without our express permission in writing. If you know, or suspect, that your log-in details have been obtained by a third party, you agree to change your password immediately, and provide notification of the same as soon as possible to hello@suzannepenny.com

12. Intellectual Property

During your time as a Member you will be provided with Resources to support your job search and career transition including CV templates, Cover letter templates, Interview tips, job search guides, LinkedIn guides, At all times the intellectual property rights and copyrights connected with those materials remain with us. You have the right to use the materials as learning tools but you are not permitted to duplicate, republish, reproduce, distribute, translate or provide copies to third parties. It takes considerable time to produce content. We retain and reserve all of our copyrights.

13. Waiver

In the event that we fail to insist upon your strict performance of any obligations under these Terms, or we fail to exercise any rights or remedies to which we are entitled, this will not constitute a waiver of any such rights and / or remedies available to us.

14. Errors and Inaccuracies



There may be information within our Site or the Membership which contains typographical errors, inaccuracies or omissions relating to the service delivery, pricing or promotion of the Membership. We reserve the right to correct or amend any errors without prior notice.

15. Jurisdiction

These Terms are governed by the laws of England & Wales. The English Courts have exclusive jurisdiction over any matter and proceedings arising out of the Membership.

16. Complaints

It is our aim that you are completely satisfied with the Membership. Should you have any feedback please feel free to share it with us as we are always striving to ensure that we provide you with the highest level of service. If you have a complaint about the Membership this should be made to made in writing to Suzanne Penny, at hello@suzannepenny.com

17. General

We intend to rely on the written Terms set out in Terms and Conditions for the services that we provide to you in delivery of the Membership. These written Terms shall constitute the entire agreement between us.

Should there be any conflict between these Terms and any Membership hosting platform or payment gateway, these Terms shall prevail.

If any provision within these Terms is determined by any court or other competent authority to be unlawful and/or unenforceable, the other provisions will continue in effect. If any unlawful and/or unenforceable provision would be lawful or enforceable if part of it were deleted, that part will be deemed to be deleted, and the rest of the provision will continue in effect (unless that would contradict the clear intention of the parties, in which case the entirety of the relevant provision will be deemed to be deleted).

No provision within these Terms shall be enforceable by any third party under the Contracts (Rights of Third Parties) Act 1999 or otherwise.

We may update these Terms and Conditions from time to time for legal or regulatory reasons or to allow the proper operation of your service. Any changes will be notified to you as soon as possible.

Frequently Asked Questions

1. *What happens if I can't make a live session?*



As far as possible, the live masterclasses will be held on Zoom. I will post live session recordings in the membership area for you to watch back at your leisure. It will be held for 2 weeks in the members area. From time-to-time technology may fail and the recording may be unavailable or of poor visual or sound quality, but we do aim to record all live sessions. For the avoidance of doubt, there will be no refunds available for any missed sessions.

2. *What if I need additional support?*

Additional support can be offered to each member in the form of 1:1 support or guidance. We are happy to support you as required, please contact us directly, additional charges will apply.

3. *What if I am ill during the Membership?*

If you are ill or unable to attend a live session for any reason you will be able to watch the recording of that session. If you are ill for an extended period, please let us know and we will support you wherever we can.

4. *Is the Membership suitable for everyone?*

The Membership is best suited to those who are professionals and executives looking for support with your career transition.

5. *How long is the membership running for?*

This is to offer to support until 29 April 2022. If we have a sufficient number of members who want to continue beyond that time, a decision will be made to extend the membership. You will be able to cancel your membership as per cancellation terms laid out.