

Money Back Guarantee Satisfaction & Value Guarantee

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Effective Date: 29.06.2026

Review Date: (Annual) 29.06.2027

Our Commitment

At LP Leadership Retreats, Training & Consultancy we are committed to delivering exceptional leadership development experiences through our consultancy services, executive coaching, organisational development programmes, leadership training and immersive leadership retreats.

We are confident in the quality of our work and stand behind the professionalism, expertise and care we provide.

If we fail to deliver the service described, we will work with you to make it right.

Our Promise

If, having fully participated in one of our services, you genuinely believe that:

- the service materially failed to match the published programme or agreed proposal;
- the quality of delivery fell significantly below reasonable professional standards;
- we failed to deliver key elements of the agreed service through our own actions or omissions;

we will investigate your concerns promptly and fairly.

Where appropriate, we will offer one or more of the following remedies.

Possible Remedies

Depending on the circumstances, LP Leadership Retreats, Training & Consultancy may offer:

- Additional coaching sessions.
- Additional consultancy support.
- Attendance on a future programme.
- Access to further learning resources.
- A repeat workshop or training session.
- A partial refund.
- A full refund.

The appropriate remedy will depend on the circumstances of each case.

Eligibility

To be eligible for this guarantee you must:

- have paid all fees due;
- have attended and participated fully in the programme, retreat or consultancy activity;
- have raised your concerns with us during the programme where reasonably possible;
- submit your request within **14 calendar days** of completion of the service.

Exclusions

This guarantee does not apply where dissatisfaction results from:

- personal preference or differences in learning style;
 - failure to participate fully;
 - failure to complete agreed preparation or activities;
 - changes requested by the client after work has commenced;
 - circumstances outside our reasonable control;
 - venue issues outside our direct control where reasonable alternatives were provided;
 - weather disruption affecting retreats;
 - travel disruption;
 - illness preventing attendance;
 - force majeure events;
 - changes in business or personal circumstances after the programme.
- development outcomes depend upon individual commitment, engagement and

application. For this reason, we cannot guarantee specific business, career or personal outcomes.

How to Make a Claim

Please contact us within **14 calendar days** of the completion of the programme.

Include:

- your name;
- organisation (if applicable);
- programme attended;
- dates;
- details of your concerns;
- what outcome you are seeking.

Email: enquiries@lpleadership.co.uk

or write to:

LP Leadership Retreats, Training & Consultancy
64 Grange Road
Hove
East Sussex
BN3 5HW

Investigation

We will:

- acknowledge your request within **five (5) working days**;
- investigate fairly and confidentially;
- speak with relevant facilitators where appropriate;
- review programme records;
- provide a written response within **twenty (20) working days**, unless additional investigation is required.

Refund Decisions

Where a refund is considered appropriate, the amount will be determined according to:

- the nature of the complaint;
- the extent to which the agreed service was delivered;
- opportunities already provided to resolve the issue;
- the value already received.

Refunds will normally be processed using the original payment method within **14 working days** of the decision.

Our Commitment to Continuous Improvement

Every request made under this guarantee is reviewed by senior leadership.

Feedback helps us continually improve:

- programme quality;
- leadership retreats;
- consultancy services;
- facilitator development;
- participant experience;
- organisational learning.

Fair Use

This guarantee is intended to protect genuine clients.

LP Leadership Retreats, Training & Consultancy reserves the right to refuse claims that are:

- fraudulent;
- malicious;
- unreasonable;
- made in bad faith;
- inconsistent with the evidence available.

Contact

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