THE CADENCE METHOD

Terms and Conditions

Programme and Materials

1. About These Terms

1.1 These terms and conditions apply to every purchase of The Cadence Method™ and its materials from The Conversation Economy™ ("we", "us"). They sit alongside the Payment Terms, which set out the investment, payment and session rules. If the two ever differ, the Payment Terms govern payment, refunds, rescheduling and programme duration.

1.2 "Programme" means the five-week one to one Zoom programme. "Self-led" means the same programme followed independently using the workbook and weekly guides. "Materials" means the companion workbook, weekly guides, slides and any related downloads. "You" means the person who purchases and takes part.

1.3 By paying, you confirm that you have read and accepted these terms and the Payment Terms.

2. The Programme

2.1 The Cadence Method™ is a speaking and verbal delivery programme covering self-confidence, verbal delivery, audience connection and stage presence.

2.2 The Zoom programme consists of five weekly sessions of 45 to 60 minutes, held in UK time, together with your companion workbook and weekly guides.

2.3 The self-led option provides the materials for you to complete independently, one week at a time. Live sessions are not included in the self-led option.

2.4 We may refine the content, order or format of the programme to improve it, provided its overall scope remains as described when you booked.

3. Booking and Access

3.1 Your place is confirmed on receipt of full payment. Anyone aged 18 or over may purchase. If you are under 18, a parent or guardian must purchase and agree to these terms on your behalf.

3.2 After payment you will receive your materials to download and, for the Zoom programme, a scheduling link to arrange your first session.

3.3 Access is personal to you. You may not share your login details, Zoom links or materials with others.

4. Your Commitment

4.1 The programme runs for five weeks and is designed to be completed within them. You agree to attend each session on time, to complete the tasks and actions set between sessions and to take part honestly and respectfully.

4.2 Progress depends on the effort and practice you bring. We will support you with structure, guidance and feedback, but the work between sessions is yours.

5. Sessions on Zoom

5.1 You are responsible for a reliable internet connection, a working camera and microphone and a suitable quiet space. Sessions begin and end at the agreed times.

5.2 If you join late, the session still ends at its scheduled time. Rescheduling, missed sessions and extension weeks are governed by the Payment Terms.

5.3 If a session cannot proceed because of a technical failure on our side, we will offer a replacement session within the same week.

6. Recording and Your Information

6.1 Sessions are recorded only with your consent. Recordings of your baseline and showcase are for your own review and learning.

6.2 We use the personal information you give us to deliver the programme, communicate with you and manage your booking. We do not sell your personal information. You may ask us at any time what we hold about you and request a correction or deletion, subject to our legal obligations.

6.3 Payment is handled through a secure third-party payment provider. We do not store your card details.

7. Intellectual Property

7.1 The Cadence Method™, The Conversation Economy™ and all programme names, frameworks, workbooks, slides, guides and related materials belong to us and are protected by copyright and other rights.

7.2 You receive a personal, non-exclusive, non-transferable licence to use the materials for your own learning. You may not copy, share, resell, publish, adapt or teach from the materials, or use our names and frameworks as your own, without our written permission.

8. Results and Responsibility

8.1 We teach skills and habits that are strengthened through practice. We do not guarantee any particular outcome, level of confidence, job, promotion, speaking engagement, speaker fee or income.

8.2 The programme is educational skills training. It is not therapy, counselling or medical advice. If you have concerns about your health or wellbeing, please seek support from a suitably qualified professional.

8.3 You remain responsible for how you use what you learn and for any decisions you make as a result.

9. Reviews and Testimonials

9.1 At the close of the programme you will be invited to share a review. We will ask your permission before using your name, words, image or recordings in any marketing.

10. Cancellation and Your Statutory Rights

10.1 Cancellation, refunds and the treatment of digital downloads are set out in the Payment Terms.

10.2 Nothing in these terms or the Payment Terms limits any rights you have as a consumer under the law that applies to you.

11. Limitation of Liability

11.1 Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, for fraud or for anything else that cannot lawfully be excluded.

11.2 Subject to that, our total liability to you in connection with the programme is limited to the amount you paid for it, and we are not liable for indirect or consequential loss, including loss of income, opportunity or reputation.

11.3 We are not responsible for delays or failures caused by events beyond our reasonable control, including illness, power or internet failure and platform outages. In such cases we will work with you to rearrange affected sessions within a reasonable period.

12. Conduct

12.1 We expect courteous and respectful behaviour in every session and in all communication. We may end a session or the programme without refund if conduct is abusive, discriminatory or unlawful.

13. Complaints

13.1 If you are unhappy with any part of the programme, please write to us at connect@theconversationeconomy.co.uk. We will review your concern carefully and respond promptly, and we will aim to resolve it fairly.

14. Changes to These Terms

14.1 We may update these terms from time to time. The version in force at the time of your purchase applies to your programme.

15. General

15.1 These terms and the Payment Terms are the whole agreement between us about the programme. If any part is found unenforceable, the rest remains in force.

15.2 These terms are governed by the laws of England and Wales, and the courts of England and Wales have jurisdiction, without affecting any mandatory consumer rights you hold in your country of residence.

16. Contact

16.1 The Conversation Economy™, 66 Paul Street, London EC2A 4NA. Email: connect@theconversationeconomy.co.uk.