

Terms & Conditions: *The State of Play Corporate Training*

1. Definitions

“I” refers to Rebecca Raftis, operating under The State of Play Corporate Training, 6 Stasinou Str., Lakatameia 2331. “You” or “Client” refers to the contracting organisation. “Services” means all training, facilitation, workshops, coaching, consulting, digital materials, and related deliverables.

2. Bookings & Contract

A contract becomes binding once we confirm your booking in writing (email is sufficient) and/or receive a 30% deposit. If a Purchase Order (PO) is required by your organisation, this does not delay your liability to pay.

3. Fees, VAT & Expenses

All prices are exclusive of VAT and any applicable taxes or levies.

4. Payment Terms

A deposit is due upon acceptance of the booking. The remaining balance is due five (5) calendar days before the service date (or immediately for short-notice bookings). Services may be suspended until payment is received.

5. Client Responsibilities

You agree to provide a suitable venue or virtual platform access, working AV/tech, Wi-Fi, and any necessary breakout spaces. You're also responsible for participant behaviour, permissions, and health & safety compliance.

6. Content & Outcomes

We tailor our services to your needs but cannot guarantee specific outcomes. Non-attendance or missing pre-work may impact results. We reserve the right to substitute facilitators or modify content to meet learning objectives.

7. Client Changes, Postponements & Cancellations

- One reschedule is permitted (≥ 14 days' notice, subject to availability).
- Cancellation ≥ 28 days before start: refund minus deposit and any third-party costs.
- Cancellation 10–27 days: 50% of total fee + third-party costs payable.
- Cancellation ≤ 9 days: 100% of total fee payable.
- Increases in participant numbers may incur extra fees.

8. Our Changes or Cancellations

If we must change date, facilitator, format or cancel a service, we'll offer an alternative or refund any paid fees. We are not liable for indirect or consequential losses (e.g. travel or accommodation).

9. Intellectual Property & Recording

All content remains our intellectual property. We grant you a non-exclusive, non-transferable licence for internal use by the original participants. Recording or distribution without consent is prohibited.

10. Confidentiality

Both parties agree to keep non-public information confidential, sharing only when necessary to fulfil the Services.

11. Data Protection

We act as independent data controllers. You confirm that participants have been informed and consent to their data being shared with us under GDPR compliance. See our Privacy Notice for full details.

12. Safeguarding & Inclusion

We are committed to creating respectful and inclusive learning environments. Unsafe or inappropriate behaviour may lead to participant removal or session termination without refund.

13. Force Majeure

Neither party is liable for disruptions caused by events beyond reasonable control (e.g. strikes, weather, public health orders). Services will be rescheduled accordingly.

14. Liability Limit

Our total liability is limited to the amount paid for the relevant service. This does not affect any liability that cannot be excluded by Cyprus law.

15. Governing Law

These terms are governed by Cyprus law. Any disputes will be handled exclusively by the courts of Nicosia. In case of translation, the English version prevails.

16. Notices

Formal notices must be sent to:

Email: Info@thestateofplay.com.cy

Address: 6, Stasinou Str. Lakatameia 2331

17. Entire Agreement

These Terms & Conditions and our Proposal form the full agreement and replace all previous discussions.