

Terms and Conditions Culture & Clarity Ltd Effective date: 26 April 2026

At Culture & Clarity, we value clarity above everything. These Terms and Conditions explain the rules for using our website and working with us. They are written to be straightforward, fair, and human-centred — because great leadership starts with trust and transparency.

By visiting our website (cultureclarity.uk) or engaging any of our services, you agree to these Terms. If you are booking on behalf of an organisation, you confirm you have the authority to bind that organisation.

1. Who we are

Culture & Clarity Ltd Company Registration Number: 16795837 (England and Wales)
Registered office: 28 Maxwell Drive, Kingstown, Carlisle, CA6 4EB Contact:
admin@cultureclarity.uk

2. Definitions

- **“We / Us / Our”** = Culture & Clarity Ltd
- **“You / Your”** = the individual or organisation using our website or purchasing our services
- **“Services”** = keynote speaking, content creation (including ghostwriting), training & workshops, discovery calls, the free Team Culture & Psychological Safety Audit, sponsorship opportunities, and any related consulting or thought-leadership support
- **“Website”** = cultureclarity.uk and all its pages, forms, and content

3. Our Services

We offer premium, human-centric leadership services focused on culture, psychological safety, ethical AI, and thought leadership. All Services are delivered professionally and with care, but:

- Results depend on many factors (your team’s engagement, implementation, external circumstances).
- We do not guarantee specific business outcomes, revenue increases, or exact metrics unless expressly agreed in a separate written contract.

Detailed descriptions of each Service (keynotes, workshops, content creation, etc.) are on our Services page. Any proposal or quote we send forms part of the agreement once accepted.

4. Website use

You may use our Website for lawful purposes only. You must not:

- Copy, scrape, or commercially exploit our content without permission
- Introduce viruses, spam, or disruptive technology
- Attempt to gain unauthorised access to any part of the site

We grant you a limited, personal, non-exclusive licence to view and use the Website for your own information or to enquire about our Services. All intellectual property rights in the Website remain with us.

5. Booking and contracting for Services

- **Discovery calls and free audits** are complimentary and non-binding.
- Paid Services require a written agreement (proposal, quote, or contract) signed or confirmed by both parties.
- Once confirmed, a binding contract exists between us.

6. Fees and payment

- Prices are as quoted at the time of booking (exclusive of VAT unless stated).
- We require 50% deposit on booking and balance 14 days before delivery / full payment on invoice / payment within 14 days of invoice.
- Payment is via bank transfer or the method specified on the invoice.
- Late payment may incur interest at 8% above the Bank of England base rate.
- All fees are non-refundable except as set out in section 7.

7. Cancellations, rescheduling, and refunds

- **Discovery calls / free audits:** Free to cancel anytime.
- **Keynotes, workshops, and training:**
 - More than 30 days' notice: full refund or free reschedule (subject to availability).
 - 15–30 days' notice: 50% fee payable (or reschedule).
 - Less than 15 days: full fee payable.
- **Content creation / ghostwriting:** Once work has started, fees are non-refundable. We will agree milestones in writing.
- We reserve the right to cancel or reschedule for reasons beyond our control (e.g. illness, force majeure). In such cases we will offer a full refund or alternative date.

8. Intellectual property

- **Our materials:** All slides, frameworks, methodologies, training materials, and original content we create remain our intellectual property. You receive a licence to use them for your internal purposes only (unless otherwise agreed).
- **Ghostwritten content:** Once fully paid, you own the final delivered content (newsletters, LinkedIn posts, blogs) and may use it freely. We retain the right to use anonymised versions or general methodologies in our own marketing.
- **Recordings:** If a keynote or workshop is recorded, we own the recording rights unless a separate licensing agreement is signed.
- You must not modify, resell, or publicly share our proprietary materials without permission.

9. Confidentiality

Both parties agree to keep confidential any sensitive information shared during our work together (e.g. your internal culture challenges, client strategies, or our proprietary tools). This obligation survives termination of the contract.

10. Your responsibilities

You agree to:

- Provide us with accurate information and reasonable access to people or materials needed to deliver the Services.
- Give feedback in a timely manner (especially for content creation).
- Ensure your team participates fully in workshops and training.

11. Limitation of liability

- Our total liability to you shall not exceed the total fees paid by you for the relevant Service.
- We are not liable for indirect losses (e.g. loss of profit, reputation, or opportunity).
- Nothing in these Terms limits our liability for death, personal injury caused by negligence, or fraud.

12. Disclaimer

The Services are provided “as is”. While we strive for the highest standards, we do not warrant that every outcome will be exactly as hoped. Leadership, culture, and human behaviour are complex — our role is to equip and inspire you.

13. Data protection and privacy

Your personal data is handled in accordance with our [Privacy Notice](#) and UK GDPR.

14. Termination

Either party may terminate the contract for material breach by the other party (with 14 days’ written notice to remedy the breach, where possible). We may also terminate if payment is not received after reminders.

15. Force majeure

We are not liable for delays or failure to perform due to events beyond our reasonable control (e.g. illness, strikes, pandemics, or AI-related disruptions).

16. Governing law

These Terms and any contract between us are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

17. Changes to these Terms

We may update these Terms occasionally. The current version will always be posted on our Website with the effective date. Continued use of the Website or Services after changes constitutes acceptance. We will notify existing clients of material changes.

18. Contact us

If you have any questions about these Terms, please reach out: Email: admin@cultureclarity.uk Post: 28 Maxwell Drive, Kingstown, Carlisle, CA6 4EB

Thank you for choosing Culture & Clarity. We're here to help you lead with humanity, clarity, and confidence — and these Terms are part of that promise.