

Cancellation Policy

This policy applies to all work carried out by Inspiring Business Performance Ltd (INSPIRING)

If any project is cancelled or postponed at short notice by the client, IBP reserves the right to charge a cancellation fee based on the estimated costs of the project. In all cases both INSPIRING and, if applicable, the Consultant must be notified by telephone and a confirmation of cancellation sent by the client either by email to: info@inspiring.uk.com or by post to: Inspiring Business Performance Ltd Kemp House, 152 City Road, London, EC1V 2NX.

INSPIRING will examine each cancellation / short notice postponement on a case-by-case basis and take into account any special circumstances surrounding the request for cancellation due before deciding whether to invoke the cancellation charge. IBP will also use its best endeavours to minimise any fee that is due. In all cases the maximum that will be charged is as follows:

Number of Working Days before commencement of project	Maximum Cancellation Charge
30 or more	Nil (other than for any project planning work which has already taken place and has been agreed with the Client)
20-29 working days	25% of Estimated Costs
10-19 working days	50% of Estimated Costs
9 working days or less	100% of Estimated Costs