

# Terms and Conditions

**Sophie Dyer – Thinking Partner**

*Last updated: January 2026*

## 1. About me

I am **Sophie Dyer**, trading as **Sophie Dyer – Thinking Partner**, a sole trader based in England.

### Address:

14 Seals Close,  
Burton on the Wolds,  
Loughborough,  
Leicestershire,  
LE12 5TZ

**Email:** [sophie@sophiedyer-thinkingpartner.com](mailto:sophie@sophiedyer-thinkingpartner.com)

These Terms and Conditions (“Terms”) apply to all services provided by me to business clients.

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## 2. Services

I provide professional facilitation, thinking partnership, and workshop services, including but not limited to:

- In-person team workshops (typically half-day sessions, delivered as one-off engagements or as part of a longer programme)
- Online workshops (typically 1–2 hours)
- 1:1 thinking partnership sessions (strategy, facilitation, sounding board), delivered online or in person
- DISC personality profiling and facilitated feedback sessions for teams and individuals, using a recognised DISC assessment tool.

The scope, format, duration, and fees for services will be agreed in writing in advance (by email, proposal, or online booking confirmation).

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## 3. Client relationship

My services are provided **to businesses only**, including limited companies and sole traders. Nothing in these Terms creates an employment, partnership, or agency relationship.

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## 4. Booking and payment

### 4.1 Booking

Bookings are confirmed when:

- A booking is made via my online booking system; or
- Services are agreed in writing by email.

### 4.2 Fees and payment terms

- **Sole trader clients:** payment is required in full in advance.
- **Team and organisational clients:**
  - 50% of the agreed fee is payable in advance to secure the booking
  - 50% is invoiced on completion, payable within **7 days**

All fees are exclusive of expenses unless otherwise stated.

### 4.3 Expenses

Reasonable travel expenses will be charged for in-person work where travel exceeds **45 minutes' drive time** from my base. Any significant expenses will be agreed in advance where possible.

### 4.4 Late payment

I reserve the right to charge interest on overdue invoices in line with the **Late Payment of Commercial Debts (Interest) Act 1998**, and to suspend services until payment is received.

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## 5. Cancellations, postponements, and refunds

### 5.1 1:1 thinking partnership sessions

- A minimum of **24 hours' notice** is required to cancel or reschedule.
- Sessions may be rearranged with sufficient notice.
- **No refunds** are given.

### 5.2 Team and organisational bookings

- Bookings may be rearranged by agreement, subject to availability.
- If a booking is cancelled by the client, the **50% advance payment is non-refundable**.
- No refunds are given for cancelled team sessions.

## 5.3 Online workshops

- No refunds are given for online workshops once booked.

## 5.4 Cancellation by me

If I need to cancel or reschedule due to illness or circumstances beyond my control, I will offer a replacement date or, if this is not possible, refund any fees paid for the affected session. My liability is limited to the amount paid for the cancelled service.

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## 6. Intellectual property

All materials provided as part of my services — including slides, workbooks, exercises, frameworks, and other content — remain my **intellectual property** unless otherwise agreed in writing.

Clients are granted a **non-exclusive, non-transferable licence** to use materials internally for their own business purposes only.

Materials must not be copied, shared, reproduced, resold, or distributed without my prior written consent.

DISC reports, profiles, and related materials remain subject to intellectual property and licensing restrictions and must not be copied, adapted, or redistributed without permission.

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## 7. DISC Personality Profiling

Where DISC personality profiling is provided:

- a) DISC assessments are used as a **development and communication tool only** and do not constitute psychological, medical, or clinical assessment.
- b) DISC results are based on self-reported information and represent **preferences and behavioural tendencies**, not skills, competence, or performance.
- c) DISC outputs must not be used as the sole basis for recruitment, promotion, disciplinary action, or employment decisions.
- d) I do not accept responsibility for how clients or organisations choose to interpret or apply DISC results beyond the facilitated sessions provided.

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## 8. Confidentiality

Both parties agree to keep confidential any commercially sensitive, personal, or proprietary information disclosed during the course of the work, except where disclosure is required by law.

This obligation continues after the completion of services.

## **Data Protection**

Where DISC personality profiling is delivered, personal data will be processed for the purpose of providing the agreed services only.

Any individual data or reports will be shared in accordance with the agreed scope of the engagement and handled confidentially.

Further information on how personal data is handled is available in my Privacy Notice.

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## **9. Outcomes, responsibility, and no guarantees**

I provide **facilitation, structured thinking support, and professional guidance**, not legal, financial, or other regulated advice.

- I do **not** guarantee any specific outcomes or results.
- Clients remain fully responsible for their decisions, actions, and business outcomes arising from the work.
- The success of the work depends on factors outside my control, including client participation and implementation.

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## **10. Liability**

I hold **public liability insurance** appropriate to the services provided.

To the fullest extent permitted by law:

- I am not liable for indirect, consequential, or economic loss.
- My total liability arising from any claim is limited to the fees paid for the relevant service.
- I am not liable for any decisions, actions, or outcomes arising from the use or interpretation of DISC personality profiling results by the client or any third party.

Nothing in these Terms limits liability for death or personal injury caused by negligence, or for fraud.

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## **11. Force majeure**

I am not liable for failure or delay in performing services due to events beyond my reasonable control, including but not limited to illness, extreme weather, or technical failure.

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## **12. Governing law**

These Terms are governed by and interpreted in accordance with the laws of **England and Wales**, and the courts of England and Wales have exclusive jurisdiction.

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## **13. Acceptance of terms**

By booking or using my services, clients confirm that they have read, understood, and agreed to these Terms and Conditions.