

CLIENT ENGAGEMENT LETTER & TERMS OF BUSINESS

Date: [Insert Date]

Between:

1. THE SERVICE PROVIDER: Navigate Business ("we", "us", "our") **2. THE CLIENT:** [Insert Client Name/Organisation Name] ("you", "your")

1. WELCOME TO NAVIGATE BUSINESS

This Engagement Letter and the attached Terms of Business set out the basis on which Navigate Business will provide mentoring and enterprise delivery services to you. Our mission is to move you **"From Idea to Income"** through practical, straight-talking support.

2. SCOPE OF SERVICES

The specific services to be provided will be as selected by you via our website or as agreed in a separate Statement of Work. These may include:

- **Kickstart (Foundational Clarity) — £150 (one-off):** A one-off deep dive session resulting in a 60-day action plan with SMART goals.
- **Power Session (Business Breakthrough) — £275 (per session):** A focused 1:1 business mentoring session.
- **Bottleneck Call — Free (20 minutes):** A complimentary introductory assessment call with no obligation. It does not constitute a full mentoring session and does not create a client relationship or ongoing engagement unless and until you book a paid service and/or a formal agreement is signed.
- **Membership:** Ongoing access to our pay-as-you-go platform, live Q&A, and community tools.
- **Workshops and Courses:** Interactive training sessions on specific business topics.
- **Contract Delivery:** Bespoke mentoring or training programmes for organisations and councils.

3. FEES AND PAYMENT

3.1. Fees for individual sessions (Kickstart/Power Sessions) and Workshops are payable in full at the time of booking unless otherwise agreed in writing. 3.2. Membership fees are billed on a recurring monthly basis. As a "pay-as-you-go" service, there are no long-term contracts; however, fees are non-refundable once the billing period has commenced. 3.3. For Contract Delivery or corporate programmes, payment terms are 30 days from the date of invoice unless otherwise specified. 3.4. All fees are exclusive of VAT where applicable.

4. CANCELLATION AND RESCHEDULING

4.1. **1:1 Sessions:** We require at least 48 hours' notice to reschedule a Kickstart or Power Session. Cancellations made with less than 48 hours' notice may result in the forfeiture of the session fee. 4.2. **Workshops:** Tickets for workshops are generally non-refundable but may be transferable to another person with our prior consent.

5. THE NAVIGATE DISCLAIMER & LIMITATION OF LIABILITY

5.1. **No Guarantee of Income:** Our services are designed to provide clarity and momentum. While we provide tools to help you move from idea to income, Navigate Business does not guarantee any specific financial results, turnover increases, or business success. Any income calculations or projections discussed during mentoring are illustrative examples only. 5.2. **Not Professional Advice:** Mentoring is not a substitute for legal, financial, or tax advice. You are responsible for consulting with qualified professionals regarding the legal and financial structuring of your business. 5.3. **Limitation:** To the maximum extent permitted by law, our total liability to you for any claim arising out of our services shall be limited to the total fees paid by you to us in the 12 months preceding the claim.

6. INTELLECTUAL PROPERTY

6.1. All templates, tools, workshop materials, and "Navigate" branded content provided to you remain the intellectual property of Navigate Business. 6.2. You are granted a non-exclusive, non-transferable license to use these materials for your own internal business purposes only. You may not resell, redistribute, or use our materials for commercial training purposes without our express written permission.

7. CONFIDENTIALITY

We respect your "brain dump" of ideas. Both parties agree to keep all sensitive business information shared during mentoring sessions or programme delivery strictly confidential, except where disclosure is required by law.

8. DATA PROTECTION

We process your personal data in accordance with our Privacy Policy (available at navigatebusiness.co.uk). By engaging our services, you consent to such processing as is necessary for the delivery of the services.

9. TERMINATION

9.1. For Membership: You may cancel your membership at any time via your account settings. Access will continue until the end of your current paid period. 9.2. For 1:1 Services: Either party may terminate the engagement if the other party breaches these terms and fails to remedy the breach within 14 days.

10. GOVERNING LAW

This agreement is governed by the laws of England and Wales, and the parties submit to the exclusive jurisdiction of the English courts.

ACCEPTANCE

By booking a service, paying an invoice, or registering for a membership with Navigate Business, you agree to be bound by these Terms of Business.

Signed on behalf of Navigate Business: *Sarah [Surname]* CEO/Owner

Signed on behalf of the Client:

Date: _____