



Terms & Conditions of Connect4Work

General

This website is owned and operated by Connect4Work with a registered address at: Woodmount, Ballinderreen, Kilcolgan Co. Galway.

By using our website, which includes access through other digital platforms you confirm that you accept these Terms of Service (“terms”) as binding upon you, including additional terms and conditions and policies referenced herein and/or available by hyperlink, and that you agree to comply with them. If you do not agree to these terms, you must not use our website.

How Connect4Work with Clients

Hours of work

Connect4Work’s office hours are from 9am-5pm Monday-Friday. We may work outside these hours, but they are purely by choice and not observed in writing.

Contacting Connect4Work

Connect4Work respects that everyone uses different platforms and works different hours. Connect4Work will review all emails twice a day and respond to any queries within 48 hours Monday to Friday. Any correspondence received through mobile, social media and other platforms will be acknowledged and responded to within 48 hours.

Storing Personal Data

Connect4Work respects confidentiality, transparency, and privacy. Any notes/forms that are completed are kept for seven years at the end of the contract and upon this date they will then be deleted. The client always has access to their records and can request copies of same under a Data Subject Access Request. Please note that this request should be sent to: info@connect4work.ie

Costs

Connect4Work work with different clients depending on the contract that has been agreed. Connect4Work time is charged according to a fee structure for Consultancy of hourly, half-

day or full-day rate or bundle rates - please check your individual contract for full details. Please note separate training rates apply.

The cost referred to relates to fees only.

Please note that expenses relating to venue hire or other expenses if required will be charged in addition and may vary according to the chosen venue. These costs will be provided in advance of any work undertaken.

Depending on the contract you choose, payment details will be included in the initial invoice and contract. Please review these documents as a deposit may be required in certain instances.

All online packages must be paid in full prior to the commencement of service.

In some specific cases, Connect4Work may extend credit terms but makes no guarantee of providing credit to any customer. In the event of being offered a credit facility, and if the Customer fails to make any payment within 31 days of it becoming due, Connect4Work shall be entitled to charge interest at the rate of 8% per month on the outstanding amounts.

Payment terms for all invoices are 31 days.

Cancellation and Rescheduling Policy

It is acknowledged that circumstances can change at short notice. While Connect4Work acknowledges these situations, we reserve the right to charge a cancellation fee. Depending on the type of contract you have with Connect4Work the following may apply:

Stay At Work Early Intervention / Case Management

Individual 1:1 sessions can be rescheduled once at no cost, however, cancellation of any further sessions will incur a cancellation charge of 50%.

Either party may at any time withdraw from this service agreement with 10 days' notice. Any outstanding fees or expenses incurred by Connect4Work on behalf of the client shall be invoiced and the client agrees to pay said invoice in full and in line with payment terms outlined above.

Employer Consultation: Planning an Employee's Return To Work

Employer Consultation is paid for in full at the time of booking.

It is acknowledged that circumstances can change at short notice. While Connect4Work accepts these situations, we reserve the right to charge a cancellation fee.

Employer Consultations can be rescheduled once at no cost, rescheduling of any further sessions will incur a cancellation charge of 50%.

Training

Scheduled group sessions that are cancelled within 48 hours of start date will incur a

cancellation charge of 50%. Costs such as venue hire or other additional costs that have been incurred and paid for in advance by Connect4Work will be recouped in full.

Refunds Policy

In the event that a refund is required for fees paid, money will be returned via the route paid to Connect4Work.

Termination Policy

Connect4Work can only work with a client if the relationship is open, transparent, and reciprocal. If either party feels that the relationship between the client and Connect4Work has broken down, then Connect4Work and/or the client retain the right to withdraw from the agreed contract. All efforts will be used to re-establish the lines of communication between all parties but if this fails and it is agreed to terminate the contact then 48 hours' notice from either party is the minimal amount of time required to close off all outstanding work and invoices will be produced to cover all due monies on your account.

Disclaimer

Connect4Work is dedicated to offering guidance and support to both Employers and Employees in the process of facilitating Stay-At or Return-To Work after periods of absence. However, it is crucial to understand and acknowledge that Connect4Work cannot guarantee that an Employee will achieve or sustain a return to work.

We operate in an advisory capacity and the ultimate outcome of an Employee's return to work may be influenced by external factors beyond our control. This includes, but is not limited to, an Employee's medical condition, personal circumstances, workplace dynamics, and the policies and practices of the Employer.

Connect4Work offers recommendations and guidance based on our expertise and knowledge, but we do not have direct control over the decisions made by Employers or Employees. Success may require ongoing effort and cooperation from all parties. While we're committed to support, we cannot be held responsible for final outcomes and further advice may be required from legal, medical, or other professionals as needed to make informed decisions.

By using our services, both Employers and Employees agree to release Connect4Work from any liability regarding the outcomes of the return-to-work process. We provide our services in good faith and with the best interests of all parties in mind.

Protection of Intellectual Property

The education materials supplied by Connect4Work (including all website content and content supplied at workshops and seminars) are of a confidential nature. From time to

time, Connect4Work may use examples of work they have created or businesses that have worked with to illustrate educative points. Any attempt by the Customer to enter the markets that Connect4Work operates in after gaining possession of such educative materials will be classed as entering competition with Connect4Work.

a) All text, graphics, user interfaces, visual interfaces, photographs, trademarks, logos, sounds, music, artwork, and computer code (collectively, "content"), including but not limited to the design, structure, selection, coordination, expression, "look and feel" and arrangement of such content, contained on the website is owned, controlled or licensed by or to Connect4Work.

b) Except as expressly provided in these Terms, no part of the Site and no content may be copied, reproduced, republished, uploaded, posted, publicly displayed, encoded, translated, transmitted or distributed in any way (including "mirroring") to any other computer, server, website or other medium for publication, distribution or for any commercial enterprise, without Connect4Work 's express prior written consent.

Speaking Engagements

Connect4Work may carry out various speaking engagements. Each event is created individually, based upon the conversations and information that has been provided through the performance of the contract. The content of these events remains the intellectual property of Connect4Work once the event has taken place and is not allowed to be replicated, duplicated, copied or re-used without the express and unequivocal consent of Connect4Work. Recordings of the event cannot take place without the express permission of Connect4Work, who will be captured during the function of carrying out her contracted role, and this must be obtained prior to the event taking place.

Please also note that Connect4Work authorizes the sharing of all recordings provided for an organisation only via the ethernet in that business and cannot be shared externally outside that company without Connect4Work express permission. Any social media images used in connection to any event Connect4Work participates in must be approved prior to publication and Connect4Work also retains the right to publicise their role in this event across their social media platforms.

Legal Advice

Connect4Work reserves the right to consult with their legal advisors in all cases of Court orders for access to personal records and/or all other information requests.

Where other names have been mentioned through the course of the sessions with Connect4Work then Connect4Work reserves the right to redact these names on all shared documentation.

Connect4Work's Terms & Conditions of Service

Contract Of Sale

When you order services from us, the terms in force at the time of your order will apply as the contract of sale between you and us. This contract of sale begins to be formed between us when we issue an invoice. You shall only become the full owner of the service once we have received full payment for it.

Indemnification, Liability, And Limitation

The express terms and conditions of these terms shall apply in place of all warranties, conditions, terms, representations, statements, undertakings and obligations whether expressed or implied by statute, common law, custom, usage or otherwise, all of which are excluded to the fullest extent permitted by law. Insofar as it is lawful to do so, we do not accept liability of any description including liability for negligence or any damages whatsoever arising out of or in connection with the viewing, use or performance of this website or its contents. In the event that you reproduce, display, transmit, distribute or otherwise exploit the structure, information, material, or any portion thereof, in any manner not authorised by us, or if you otherwise infringe any intellectual property rights relating to the structure, information, photographs, prints or this website, you unconditionally and irrevocably agree to indemnify us and keep us indemnified from and against any and all losses, expenses, costs or damages, including reasonable lawyers' fees, incurred by you or others as a result of unauthorised use of the above and/or your breach of these terms. You unconditionally and irrevocably agree to indemnify us and keep us indemnified from and against all and any losses, costs, claims, liabilities, damages, demands and expenses suffered or incurred by us and arising from any claim brought by any third party against us howsoever arising from or in connection with: these terms; the supply of the services and/or digital goods pursuant to the terms; your use of the services and/or digital goods; or your fraud or negligence. For the avoidance of doubt, we will under no circumstances whatsoever be liable to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, arising under or in connection with these terms for any loss of profits, goodwill, sales, business, or revenue; loss or corruption of data, information or software; loss of business opportunity or anticipated savings; or any indirect or consequential loss. Without prejudice to other clauses in these terms, our total liability arising under or in connection with these terms, whether arising in contract, tort (including negligence) or restitution, or for breach of statutory duty or misrepresentation, or otherwise, shall in all circumstances be limited to the purchase price paid for the relevant services that is/are the subject of a claim.

Errors, Inaccuracies And Omissions

Occasionally there may be information on our website that contains typographical errors, inaccuracies or omissions that may relate to product descriptions, pricing, promotions, offers, product shipping charges, transit times and availability. We reserve the right to

correct any errors, inaccuracies or omissions, and to change or update information or cancel orders if any information on the website or on any related website is inaccurate at any time without prior notice (including after you have submitted your order). We undertake no obligation to update, amend or clarify information on the website or on any related website, including without limitation, pricing information, except as required by law. No specified update or refresh date applied on the website or on any related website, should be taken to indicate that all information on the website or on any related website has been modified or updated.

Sales Of Services

If you are not a consumer, you confirm that you have authority to bind any organisation on whose behalf you use our site to purchase services. We reserve the right, but are not obligated, to limit the sales of our services to any person, geographic region, or jurisdiction. We may exercise this right on a case-by-case basis. We reserve the right to limit the quantities of any services that we offer. We reserve the right to discontinue any service at any time. In accordance with other clauses included in these terms, we make no express or implied warranty, representation or undertaking and assume no responsibility concerning the quality, nature, or fitness for purpose of the services or digital goods. We do not warrant that the quality of any services, information, or other material purchased or obtained by you will meet your expectations, or that any errors in the products or services will be corrected, unless as required by law. All warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from these terms. All descriptions of products or product pricing are subject to change at any time without notice, at our sole discretion. Prices for our services are subject to change without notice. We reserve the right at any time to modify or discontinue our services on our website (or any part or content thereof) without notice at any time. We shall not be liable to you or to any third-party for any modification, price change, suspension, or discontinuance of such.

Refunds

We conform to Irish and EU law and regulations for the purposes of whether or not to accept returns. We deal with cases as they happen on an individual basis. We encourage you to contact us as soon as possible after delivery should you discover a fault or defect in the services or digital goods. Please read our terms for cancellation and terminations earlier in this document.

Social Media Platforms

Communication, engagement, and actions taken through external social media platforms that we participate on are custom to the terms as well as the data protection and privacy policies and notices held with each social media platform respectively. You are advised to use social media platforms wisely and communicate / engage upon them with due care and caution regarding your own privacy and personal details. We will never ask for personal or sensitive information through social media platforms and encourage you when wishing to discuss sensitive details to contact us through primary communication channels such as by telephone or email.

Data Protection, Privacy And Security

Your rights to data protection and privacy, including security over data, are very important to us. We treat personal data obtained using this website as private and are committed to providing you with secure access to our online service. This website processes information from you as per our Privacy Statement. When you, amongst other actions, visit our website, enquire about services or send e-mails to us you understand that subsequent data processing will be done as detailed in our Privacy Statement.

Governing Law And Disputes

This website is hosted, controlled, and operated from the Republic of Ireland and therefore governed by Irish law, subject to the terms of Public International Law. In the event of any dispute of any nature whatsoever arising between the parties on any matter provided for in, or arising out of this agreement, the Irish law will apply and the appropriate courts of the Republic of Ireland will have jurisdiction.

Variation Of These Terms & Conditions

We reserve the right to make changes to this website, these terms, and the other information contained in this website at any time and without notice. Please refer to these terms when you visit the website as they may change from time to time.

Severability

In the event that any provision of these terms is determined to be unlawful, void or unenforceable, such provision shall nonetheless be enforceable to the fullest extent permitted by applicable law, and the unenforceable portion shall be deemed to be severed from these terms, such determination shall not affect the validity and enforceability of any other remaining provisions.

Waiver

The failure of us to exercise or enforce any right or provision of these terms shall not constitute a waiver of such right or provision.

Entire Agreement

These terms and any policies or operating rules posted by us on this website or in respect to our website constitutes the entire agreement and understanding between you and us and govern your use of the website, superseding any prior or contemporaneous agreements, communications and proposals, whether oral or written, between you and us (including, but not limited to, any prior versions of these terms). Any ambiguities in the interpretation of these terms shall not be construed against the drafting party.

Contact Information

You may contact us by e-mail at the following address: info@connect4work.ie

Contact information published on this website is published for the purpose of users or prospective users contacting us about services offered to them. This information should not be considered as made manifestly public for the purposes of general marketing contact.