EMPOWER GREEN

Consultation terms

For the paid one-hour consultation booked online. Version 1.2.

1. **Who we are.** Empower Green Limited, a company registered in England and Wales (company number 16448355), whose registered office is at Flat 1, 2 Kean Street, London WC2B 4AQ. Contact: hello@empowergreen.co.uk.
2. **Businesses only.** Consultations are for businesses. By booking, you confirm that you are booking for a business and are authorised to do so.
3. **Booking and payment.** The fee is £495, paid by card when you book through our online booking page. For a business in the UK it includes UK VAT. For a business established outside the UK, UK VAT does not normally apply and the fee is £495 with no VAT; we ask where your business is established when you book. A contract is formed on these terms when we send you the booking confirmation.
4. **What is included.** A 60-minute video call on Google Meet with our senior advisers, chosen for your question. We read the answers you give when booking before the call. On the call, we give you our view on the route, what it is likely to take and cost, and what we would do first. Within two working days, you receive a brief consultation note setting out the options and the first three steps.
5. **What is not included.** Reviewing documents (our Expert Review), further calls or meetings, and any other work. These are available under our Terms of Business.
6. **Moving or cancelling.** You can move your consultation free of charge up to 24 hours before it starts: reply to your confirmation email or write to hello@empowergreen.co.uk. If you cancel at least 24 hours before it starts, we refund the fee in full. Cancellations within 24 hours, and missed consultations, are not refunded. If we have to cancel, we will offer you a new time or a full refund. Refunds are made to the card used to pay, within 14 days.
7. **The nature of our advice.** Our view is based on what you tell us and the time available in one hour. It is commercial and regulatory-navigation advice, not legal advice, audit or assurance, regulated investment advice, or tax advice to be relied on without your own advisers. The consultation note is for your use; others may not rely on it.
8. **Confidentiality and data.** We keep what you tell us confidential and will not name you as a client without your consent. We do not record consultations unless we both agree in advance. Our privacy notice at empowergreen.co.uk/privacy explains how we use your booking and payment details, including through our booking and payment providers.
9. **Liability.** Our total liability in connection with a consultation is limited to the fee you paid. We are not liable for indirect or consequential loss. We are not liable for loss of profit, revenue, business, contracts, opportunity or goodwill, except where it is a direct and reasonably foreseeable result of our breach, and then only within that limit. Nothing in these terms limits liability for death or personal injury caused by negligence, for fraud, or for anything else that cannot lawfully be limited.
10. **Other terms.** On any point these terms do not cover, our Terms of Business (version 1.2) apply; they are published at empowergreen.co.uk/terms and we send a copy on request. These terms are governed by the law of England and Wales, and the courts of England and Wales have exclusive jurisdiction.