

Terms and Conditions

Creator Led Labs

Effective date: 26/02/2026

These Terms and Conditions apply to all bookings, workshops, training sessions and services provided by Creator Led Labs.

By booking a workshop, course or service with us, you agree to these Terms.

1. Definitions

Agreement

The contract formed when you complete a booking and payment for a Creator Led Labs service.

Contract Start Date

The date your booking is confirmed.

Course / Workshop

Any training, event, session, online course or educational service provided by Creator Led Labs.

Services

All materials, teaching, facilities, digital content and support provided as part of your booking.

We / Us / Our

Creator Led Labs.

You / Your

The individual or organisation making the booking.

2. Formation of Contract

A legally binding contract is formed when:

- You complete the booking process, and
- Payment is received or an invoice is agreed.

By completing a booking, you confirm that you accept these Terms and Conditions.

3. Pricing

All prices are stated in GBP (£).

We reserve the right to change prices at any time, but the price you pay will be the price advertised at the time of booking.

4. Payments

Payment terms will be clearly stated at the time of booking.

Unless otherwise agreed:

- Full payment is required to secure your place
- Invoice payments must be made within 14 days or before the event date, whichever comes first
- We reserve the right to refuse access to an event if payment has not been received

Payments made online are processed securely via third party providers. We do not store full card details.

5. Cancellation by You

If you need to cancel your place on a public workshop:

More than 30 days before the event

Full refund minus any non-refundable booking fees.

14 to 30 days before the event

50% refund.

Less than 14 days before the event

No refund.

You may transfer your place to another person by notifying us in writing at least 48 hours before the event.

For bespoke or private workshops, cancellation terms will be agreed in writing at the time of booking.

6. Rescheduling by You

If you wish to transfer to another date:

- Requests must be made in writing
- Transfers are subject to availability
- Requests made less than 14 days before the event may incur a fee

We reserve the right to refuse transfers where appropriate.

7. Cancellation or Changes by Us

We reserve the right to:

- Reschedule an event due to unforeseen circumstances
- Change venue within the same city
- Substitute trainers where necessary
- Deliver sessions online if required

If we cancel an event entirely, you will be offered:

- A transfer to a new date, or
- A full refund

We are not responsible for travel, accommodation or other costs you may have incurred.

8. Online Courses and Digital Content

For online courses:

- Access is for the named participant only
- Login details must not be shared
- Group viewing is not permitted unless explicitly agreed

Due to the nature of digital content, refunds may not be available once access has been granted.

9. Intellectual Property

All materials provided during workshops or courses remain the intellectual property of Creator Led Labs unless otherwise stated.

You may:

- Use materials for your own learning and development

You may not:

- Copy, reproduce or distribute materials
 - Record sessions without permission
 - Resell or commercially exploit content
 - Remove copyright notices
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10. Code of Conduct

We aim to create a supportive, professional and inclusive learning environment.

We reserve the right to remove any participant from a session without refund if they:

- Disrupt the session
 - Behave inappropriately
 - Harass other attendees
 - Breach these Terms
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11. Limitation of Liability

We will provide services with reasonable care and skill.

To the fullest extent permitted by law:

- We are not liable for indirect or consequential losses
- We are not liable for business losses including loss of profit or revenue

Nothing in these Terms limits liability for death or personal injury caused by negligence, fraud or any liability that cannot legally be excluded.

12. Results Disclaimer

No Guarantee of Results

- We do not guarantee any specific results, outcomes, revenue increase, audience growth, client acquisition, or business performance as a result of participating in our workshops, programmes, consultancy, or events.
 - Any examples, case studies, testimonials, or results shared are provided for illustrative purposes only and should not be considered typical or guaranteed.
 - Your success depends on many factors including, but not limited to, your background, experience, effort, implementation, market conditions, and personal circumstances.
 - We are not responsible for your business decisions, actions, or results. You acknowledge that you are solely responsible for evaluating and implementing any information provided.
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13. Force Majeure

We are not liable for failure or delay in delivering services due to events beyond our reasonable control, including but not limited to:

- Illness
 - Venue cancellation
 - Government restrictions
 - Technical failures
 - Travel disruption
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13. Complaints

If you are unhappy with any aspect of our services, please contact us in writing within 14 days of the event:

Email: support@creatorledlabs.com

We will review and respond promptly.

14. Privacy

We process personal data in accordance with our Privacy Policy. Please refer to our Privacy Policy for full details.

15. Special Offers and Discounts

Discount codes and promotional offers:

- Cannot be applied retrospectively
 - Cannot be combined unless stated
 - May be withdrawn at any time
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16. Governing Law

These Terms are governed by the laws of England and Wales.

Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.