Get Hired Expert Terms & Conditions

Courses, digital products, free resources and AI tools

Last updated: 16 November 2026

These terms explain what you receive when you use a Get Hired Expert free resource or tool, or buy one of our courses or digital products, how you may use it and what happens if something goes wrong. Please read them before you sign up or place an order.

How these terms are organised

- **Part A: General terms** apply to everything we provide.
- **Part B: Courses** applies when you buy a course.
- **Part C: Digital products** applies when you buy a downloadable product, such as a template or example pack.
- **Part D: Free resources** applies when you download or use something we give away for free.
- **Part E: AI tools** applies when you use one of our branded AI tools.

If anything in Parts B to E differs from Part A, the more specific Part applies to that product. The description, price, access period and any extras shown at checkout or on the sign-up page also form part of your agreement with us.

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Part A: General terms

A1 Who you are dealing with

Your agreement is with Step Ahead Social Enterprise Community Interest Company, trading as Get Hired Expert ("we", "us" and "our"). Get Hired Expert is operated by Step Ahead under licence from Jackie Bedford. Our company number is 06668975 and our registered office is Heatherlands, Felcot Road, Furnace Wood, East Grinstead, England, RH19 2PX. Our contact email is info@jackiebedford.com.

Jackie Bedford may present our courses, resources and tools. The legal supplier named here is responsible for providing them.

A2 What words mean

- **Product** means any course, digital product, free resource or AI tool we provide.
- **Course** means a paid digital course, including any videos, written material, exercises, downloads and other features listed in its checkout description.
- **Digital product** means a paid downloadable product that is not a course, such as templates, example packs or guides.
- **Free resource** means anything we provide free of charge, such as guides, checklists, PDFs, webinars or taster content, whether or not you give us your details to receive it.
- **AI tool and prompts** means our branded tools that run on a third-party AI platform, such as CV Analyser or Job Decoder, and the prompts we provide for you to copy and use in an AI tool of your choice.

A3 Ordering and paying

This section applies to courses and digital products.

The order page shows the total amount payable, the currency, any applicable taxes and, where offered, the dates and amounts of instalments. We may decline an order before accepting it, including where a pricing or technical error is obvious, and will refund any amount already paid. A contract is formed when we accept your order and send confirmation by email. Please check the order confirmation and contact us promptly if anything is wrong.

If you choose an instalment option, you agree to pay the full price according to the schedule shown at checkout. Instalments are a payment arrangement, not a monthly subscription or a right to cancel after an instalment. We may pause access after giving reasonable notice of a missed payment and a reasonable opportunity to resolve it. This does not affect your statutory rights, including any applicable right to cancel or obtain a refund.

Payments are processed by the payment provider shown at checkout. We do not receive your full card details. Your bank or payment provider may charge currency conversion or other fees outside our control. We will not make recurring charges unless their amount, frequency and basis have been clearly shown and agreed at checkout.

Discount codes and launch offers apply only during the dates shown and cannot be applied after purchase unless we say so.

A4 Cooling off, refunds and your legal rights

This section applies to courses and digital products.

If you are a consumer in the UK, you will generally have 14 days from the day after the contract is made to cancel an online purchase without giving a reason. A different rule applies to digital content supplied within that period: if you expressly request immediate supply and acknowledge that you will lose the cancellation right when supply begins, that cancellation right ends when the digital content starts being supplied. We will ask for that consent and acknowledgement at checkout and confirm it in the order confirmation.

Our courses and digital products are only sold with immediate access. To complete your purchase, you will be asked to confirm that you want immediate access and that you understand you will lose your 14-day right to cancel once access begins. If you do not want to give this confirmation, please do not complete your purchase.

If you do have a cancellation right and wish to use it, email **info@jackiebedford.com** within the applicable period, identifying your order and saying clearly that you wish to cancel. You may use the cancellation form at the end of these terms, but you do not have to. We will refund any money due within the time required by law, using the original payment method unless otherwise agreed.

Once you have received immediate access, a change of mind does not give you a right to cancel. Any extra guarantee we offer for a particular product, such as our 90-day course guarantee in Part B, is in addition to your legal rights and never replaces them.

Every product we sell must match its description and meet the required legal standards. If a product is faulty, not as described or cannot be supplied as agreed, contact us and we will investigate and put it right, or offer the refund or other remedy required by law. Nothing in these terms removes rights you cannot legally give up. If you buy from outside the UK, mandatory consumer protections in your country may also apply.

A5 Personal licence and copyright

This section applies to all products, including free resources.

We and our licensors own the copyright and other intellectual property rights in our products, except for content clearly identified as belonging to someone else. You receive a personal, limited, non-exclusive, non-transferable licence to use the product for your own job search and career development. This does not transfer ownership of any materials.

You may save and adapt a template, worksheet or application tool we provide for your own use. You may send your own completed CV, applications and other work you create using our products to employers, recruiters and people helping you with your career. You may use the skills and ideas you learn throughout your career.

Without our prior written permission, you must not copy, screen-record, photograph in bulk, reproduce, republish, upload, distribute, sell, sublicense, translate, publicly display or make available any of our materials to others, except for the personal uses allowed above or uses permitted by law. This includes posting material on a website or social platform, placing it in a shared folder, using it to deliver training to others, including it in another product, or uploading substantial parts of our material to an AI service. Do not remove ownership notices or claim our materials as your own. Brief quotations permitted by law remain permitted.

A6 Your account

Your account is for one person. Keep your login details confidential. Do not share them, allow another person to use your account, resell access or use one purchase to train a group. Tell us promptly if you suspect unauthorised access. You are responsible for activity on your account to the extent it results from your failure to keep your login details secure, except where the issue is caused by us or is otherwise outside your reasonable control.

A7 Misuse and suspension

If we reasonably believe an account is being shared, our materials are being distributed without permission, or someone is seriously disrupting a course or community space, we may temporarily restrict access while we investigate. We will explain the reason and give you a reasonable opportunity to respond, unless urgent action is needed to protect accounts, learners or our materials. If a serious breach is confirmed and cannot reasonably be put right, we may end access. Where proportionate, we may pursue our legal rights. We will not use this section to avoid supplying a product or meeting our legal obligations.

A8 Your work and personal information

You keep ownership of the CVs, applications and other work you create. If you submit work or questions through one of our products, you give us permission to access and use that material only to provide and run that feature, respond to you, keep the platform secure and meet legal obligations. We will not publish your work, name, testimonial or identifiable results in marketing without your separate permission.

Our **Privacy Policy** explains how we handle personal information, including information you give us to receive a free resource and anything you put into questions or submissions. Do not upload confidential information about another person unless you have the right to do so.

Buying a product or downloading a free resource does not require you to agree to marketing. We will only send you marketing emails if you have separately agreed to receive them, or where the law otherwise allows, and you can unsubscribe at any time.

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A9 Results and third-party decisions

Our products provide education and practical career guidance. Results depend on your circumstances, your actions and the decisions of employers and other third parties. We do not guarantee an interview, job offer, placement, salary, promotion, specific time to employment or financial return. Testimonials and examples describe individual experiences, not promised outcomes. This section does not reduce our obligation to supply paid products as described and with reasonable care.

You decide what information to put in an application, whether to contact an employer and whether to use an optional third-party or AI tool. Check the accuracy and suitability of any suggested wording before using it. We cannot control employer recruitment processes or the availability or accuracy of third-party vacancies and tools.

A10 Third-party services and links

Our products may include examples, external links, platforms and optional tools provided by others. These may change or be discontinued by their providers. We do not control third-party services, and their own terms apply to your use of them. Any paid third-party account or software needed to use a paid product will be made clear before purchase.

A11 Responsibility and limits

We are responsible for foreseeable loss or damage caused by our breach of these terms or our failure to use reasonable care and skill, subject to applicable law. We are not responsible for loss that was not foreseeable when the contract was made, or for loss caused by circumstances outside our reasonable control, although we will take reasonable steps to minimise disruption and meet our obligations.

Our products are for personal career development. We are not responsible for business losses such as lost profit, revenue or business opportunity. We do not exclude or limit liability for death or personal injury caused by negligence, for fraud or fraudulent misrepresentation, or for any liability or consumer right that the law does not allow us to exclude or limit.

A12 Events beyond our control

If an event outside our reasonable control delays what we provide, we will contact you when reasonably possible, take reasonable steps to reduce the impact and resume as soon as we can. If a material delay continues on a paid product, contact us to discuss an appropriate remedy. This section does not take away your statutory rights.

A13 Complaints and contact

Email **info@jackiebedford.com** with your order details (if any) and a description of the issue. We will acknowledge your complaint within 10 working days and aim to give a full response within 30 working days, or explain when you can expect one. This process does not prevent you from exercising your legal rights.

A14 Changes to these terms and general provisions

The version you accepted when you placed your order or signed up applies to that purchase or sign-up. We may change these terms for future purchases and sign-ups by publishing a new version. We will not impose a material disadvantage on an existing purchase by changing these terms afterwards. If a court finds one provision unenforceable, the rest will continue to apply.

If we do not enforce a provision straight away, we can still enforce it later. You may not transfer your access to another person without our agreement. We may transfer our obligations only if doing so does not reduce your rights or protections.

These terms are governed by the law of England and Wales. If you live elsewhere in the UK, you may also bring a claim in your home courts where the law allows. If you live outside the UK, this does not remove mandatory consumer protections or court rights that apply where you live.

Part B: Courses

B1 The course you buy

"Course" means the digital course named in your order confirmation, together with the videos, written material, exercises, downloads and other features listed in its checkout description. The checkout description states the language, any technical requirements and how long your access lasts. Please check that description before paying. The course is self-paced. You can start straight away and work through it in your own time during your access period. Unless the

checkout description expressly includes them, your purchase does not include a personal CV review, individual coaching, a job placement service, an introduction to an employer, a guarantee of answers to questions or access to a private community.

Any live sessions we offer to course members are a bonus and are covered by section B4. Any separate service or offer has its own stated scope and terms. Examples, optional tools or suggested learning activities within a course do not add a personalised service to your purchase.

B2 Access and availability

Access starts as stated at checkout, normally after successful payment and account set-up. It lasts for the period shown at checkout or in your order confirmation. “Lifetime access” is offered only if those exact words appear in the purchase description and its meaning is explained there. You need a suitable device, internet connection and any stated software to use the course.

We may carry out reasonable maintenance and deal with outages. If a significant problem prevents access, tell us at **info@jackiebedford.com**. We will take reasonable steps to restore access and, where appropriate, extend your access by the affected period. If we cannot supply a material part of the course within a reasonable time, we will provide an appropriate remedy, which may include a proportionate refund.

We may update material to keep it accurate or useful. We will not remove a material feature advertised when you bought the course without providing a reasonable substitute or an appropriate remedy. We may withdraw access when the stated access period ends, or under section A7.

B3 Our 90-day course guarantee

Go through the full course and do the work within 90 days of the date your access begins. If you genuinely feel you got nothing from it, email your refund request to **info@jackiebedford.com** within those same 90 days. Include your completed course worksheets and a description of the actions you have taken using what you learned. If you meet these conditions, we will refund the full amount you paid for that course.

We may ask for reasonable clarification if a request is incomplete or unclear, and will consider the work and actions fairly. We will not reject a genuine claim because you did not get a job, because we disagree with your career choices or because of

a minor omission that can easily be clarified. We will tell you our decision in writing and, where a refund is due, issue it to the original payment method within 14 days of approving the claim. Your payment provider may take longer to show the credit.

Any outstanding instalments for the refunded course will be cancelled. This guarantee applies to course purchases only. A digital product or separately purchased service is covered only if its checkout description expressly says so.

The guarantee does not restrict your statutory cancellation rights or your rights if digital content is faulty or not as described. Those rights can apply even if you have not completed the course or supplied worksheets.

B4 Live sessions, cohorts and community features

Bonus live sessions

From time to time, we may offer live sessions, such as group Q&As with Jackie, as a bonus for course members. Bonus sessions are not part of the course you pay for. We decide whether to run them, how often and in what format, and we may change, reschedule or stop them at any time. Where we can, we will give notice of any changes. No refund or compensation is due if a bonus session changes or stops.

Included live events, cohorts and community features

If your checkout description or cohort agreement includes a specific live event, a cohort start date, a questions facility or a community, the description will state its scope, any dates or scheduling rules, and whether replies or recordings are promised. Where a course is run as a cohort, content may be released on set dates, and any commitments or rewards for taking part will be set out in a separate agreement. We may reasonably reschedule an included live event and will tell you promptly. If we cancel an included event and cannot offer a reasonable alternative, we will provide an appropriate remedy for that element.

Taking part

These rules apply to all live sessions and community spaces. Be respectful to other participants, protect their privacy and do not post unlawful, abusive, discriminatory or promotional content. Do not record or share a live session or another participant's contributions without permission. If we intend to record a session, we will explain this beforehand, including how the recording will be used. We may moderate or remove content that breaches these rules, acting fairly and proportionately.

B5 Upgrades

If we offer a credit or discount for upgrading from a mini course or digital product to a full course, the amount and any time limit will be shown in the offer. Unless the offer says otherwise, it cannot be exchanged for cash.

Part C: Digital products

C1 What you receive

A digital product is delivered as a download, by email or through a download page, after successful payment. The checkout description states what is included and the file format. Please download and save your copy promptly, as we cannot guarantee that download links will stay active indefinitely. If you have trouble downloading your product, contact us and we will help.

C2 Cancelling and refunds

Because digital products are supplied straight away, we will ask you at checkout to agree to immediate supply and to acknowledge that you will lose your 14-day cancellation right once the download is made available (see section A4).

We do not offer change-of-mind refunds on digital products. This does not affect your rights if a product is faulty, not as described or cannot be downloaded. In those cases, contact us and we will put it right or refund you as the law requires.

C3 Using a digital product

Section A5 applies. In particular, you may use example CVs, templates and wording as a guide for your own applications, but you must not share, resell or republish the product or substantial parts of it.

Part D: Free resources

D1 What free resources are

We offer free resources such as guides, checklists, PDFs, webinars and taster content. They are provided free of charge for your personal use under section A5.

D2 Signing up

To receive some free resources, you may need to give us your name and email address, and you may choose to give your phone number. We use these details to send you the resource you asked for and to provide any related service messages, as explained in our **Privacy Policy**.

Receiving a free resource does not sign you up to marketing. We will only send you marketing emails or messages if you have separately agreed to receive them. You can unsubscribe at any time.

D3 Using free resources

Free resources provide general information and guidance, not personal advice. Check that any suggestions are suitable for your situation before you act on them. We may update, replace or stop offering a free resource at any time.

Sections A9 and A11 apply. Because free resources are provided without payment, the consumer rights that apply to paid digital content do not apply to them, but nothing in these terms limits liability that the law does not allow us to limit.

D4 Free webinars and live sessions

If we run a free webinar or live session, we will tell you beforehand if it will be recorded and how the recording will be used. The conduct rules in section B4 apply.

Part E: AI tools and prompts applies when you use one of our AI tools or AI prompts.

E1 What we provide

We provide two kinds of AI support: - AI prompts: written instructions that you copy and paste into an AI tool of your choice, such as ChatGPT, Claude or Gemini. - AI tools: custom tools we have built that run on a third-party AI platform, such as CV Analyser and Job Decoder. These currently run on ChatGPT, a platform provided by OpenAI. Our tools are not created, endorsed or sponsored by OpenAI. ChatGPT is a trademark of OpenAI. Some are free and some are included in a course or product. Our prompts are covered by section A5, so they are for your personal use and must not be shared, resold or republished.

E2 Using your own AI tool

To use our prompts or tools, you may need an account with an AI provider, which may be free or paid. You choose which AI tool to use, and your use of it is covered by that provider's own terms of use and privacy policy, which you agree to directly with them.

E3 What you share

We do not receive, see or store anything you enter into an AI tool or the answers it gives you. Information you enter is processed by the AI provider under its own terms and privacy policy. Before you enter or upload a CV or other document, remove details you do not need to share, such as your home address, date of birth or other people's personal information. Do not enter sensitive information, such as health details, unless you are comfortable doing so.

E4 Checking the results

AI tools can make mistakes, and different AI tools may give different answers to the same prompt. Their suggestions are a starting point, not professional advice. Check that any wording is accurate, true to your experience and suitable for the role before you use it. You are responsible for what you send to employers.

E5 Availability and changes

AI tools and platforms change regularly. Our AI tools may be unavailable for periods of time or withdrawn, including because of changes made by the platform provider, and we may replace a tool with a prompt that does the same job. We may also update our prompts to keep them working well. If an AI tool or prompt is

listed as part of a paid course or product and is withdrawn without a reasonable replacement, section B2 or C2 applies.

Other offers

Our affiliate programme and any partnership or licensing arrangements have their own separate terms. View Affiliate Programme Terms and Conditions.

Model cancellation form

Complete and send this form only if you wish to cancel and still have a right to do so. You can instead send any clear cancellation statement by email **info@jackiebedford.com**

I hereby give notice that I cancel my contract for the following product:

_____

Ordered on: _____

Name: _____

Address: _____

Email used for purchase: _____

Date: _____

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