CLIENT TERMS

How we work together

Your expertise. Your voice. Your confidence.

Expert coaching to deliver what you know, in English, with clarity and confidence.

- **Your sessions.** One-to-one or small group, online or at our office in Brussels (address sent on booking), built around your own upcoming talks, presentations, meetings and events. Alternatively, we can meet at your own venue in Brussels for an additional travel fee of EUR 20 per session.
- **What training covers.** We use your real event or meeting as a reference. Your trainer guides, models and gives feedback so you can speak and present by yourself, in your voice, with confidence. Training does not include writing, rewriting, editing or commenting on your documents. Document work is a separate consultancy service, quoted on request.
- **Booking.** Sessions are paid when you book, and are then reserved for you.
- **Changing a session.** Let us know at least 48 hours before. After that, the session is charged in full: it cannot be refunded or moved. This keeps the diary fair for everyone.
- **Your package.** Use your sessions within 1 month of booking. After that, they expire and cannot be refunded.
- **Your certificate.** Complete your package and you receive a certificate of completion.
- **Confidentiality.** Everything you share stays between us and is used only for your sessions.
- **Your data.** We delete the materials you send within 1 month of your last session, or sooner if you ask. We keep only your contact details, and invoices for as long as Belgian law requires.
- **Recordings.** Only if we both agree beforehand.
- **Materials.** Handouts are yours to use, not to pass on.
- **What training can promise.** Clearer, more confident communication. It does not guarantee funding, a job or an exam result.

By booking, you accept these terms.

Expert Voice is offered by PENDO Consulting, a trading name of PENDO SRL, Rue du Reigersvliet 13/15, 1040 Brussels, Belgium · VAT BE0567844136. Belgian law applies; the courts of Brussels have jurisdiction. Personal data handled in line with the GDPR.