Terms & Conditions

Manners and Grace is an International Etiquette Consultancy located in Abuja, and Lagos, Nigeria. We operate Youth and Children’s Etiquette, Social and Business Etiquette training in Nigeria.

**General Terms and Conditions**

Programme and Course Availability

Manners and Grace reserves the right to modify the assortment of Etiquette Programmes and Sessions including dates, times, availabilities and prices according to the constraints imposed by the Directors, Partners and Suppliers. Manners and Grace also reserves the right to inform the Clients about the above modifications.

Prices

Prices are given in Naira - and are exclusive of VAT. They are effective at the time of the order’s validation by the Client.

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Payment

The accepted methods of payment include: Bank Transfers, Cheques and Drafts Payable (at least two weeks before the Course), or cash. For any other method of payment, please contact Manners and Grace by telephone at + 234 8187788995, + 234 8025437337 or by email.

Course Dates and Timetables

The Course Schedules are planned in advance and may be communicated on demand via email or telephone. They are also available on Manners and Grace Website. Manners and Grace reserves the right to modify the Course Schedules and places at any time. In case of complete cancellation of a course by Manners and Grace, we commit ourselves to reimbursing the whole of the amount of your course or to rescheduling the course to a later date.

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Languages

The courses are given in English and, for private sessions, can be translated into some Local Nigerian Languages and French, with translation costs at the Client's expense. Participants in the scheduled 'group' sessions should have a good working knowledge of English.

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Insurance

Each participant shall be regarded as carrying his or her own risk for personal injury or loss of property during the programme.

**Booking Terms and Conditions**

A registered place is only confirmed once we have received your deposit or payment in full. You will receive a payment receipt and a Letter of Confirmation from Manners and Grace.

Venue details are included in the Letter of Confirmation.

**Cancellation and Reimbursement Conditions**

Manners and Grace Cancellation

While best efforts are always made to ensure that programmes run as scheduled, we do reserve the right to modify or cancel a course at any time. A refund will be issued for the direct course fees paid or, where possible, a transfer to another course.

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Client Cancellation

For group sessions of two days or less, cancellations made more than four-weeks prior will be refunded at 70% of the total registration fee.

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No refunds for group sessions of two days or less will be issued for cancellations made less than four weeks before the start of a Course.

No refunds on group sessions of three days or more will be issued for cancellations made less than eight-weeks before the start of a Course.

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For group sessions of three days or more, cancellations made more than eight-weeks prior will be refunded at 70% of the total registration fee.

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All sales for individual, bespoke or customised Courses are final. Refunds will not be given.

Force Majeure

Manners and Grace will use its best endeavours to carry out the Agreement as agreed but will not be liable for the loss (whether direct or consequential) suffered by the Client, in the event of Manners and Grace being unable to complete work in whole or in part due to matters beyond its reasonable control, which expression shall include (but shall not be limited to) acts of God including tempest, tornado, fire, earthquakes, or natural disaster; government sanction, embargo, import or export regulation or order; Client’s illness, failure in the transportation of equipment, machinery or personnel or in the provision of any utility including power, gas, water, or communication services; labour disputes, including strikes, lockouts, boycotts or other industrial action; war, civil war, sabotage or act of terrorism.

**Confidentiality and Relationships**

During the Term of Engagement or Agreement, and for a period of 12 months after completion, the Client will not offer or permit the employment of, hire as an independent consultant, any of the consultants, contractors, partners, lecturers, trainers and/or alliances concerned in the assignment.

In the event that such employment does take place, compensation equivalent to the cost of one year’s full-time fees for the consultant, contractor, partner, lecturer, trainer and/or alliance will be payable to Manners and Grace.

**Copyright and Intellectual Property**

Manners and Grace shall retain ownership of Intellectual Property Rights and all Copyright in any workbooks, Power Points, manuals or other materials supplied, unless specific agreement is made in writing to assign rights to the Client, as such, all materials provided, either directly or indirectly, are proprietary information of Manners and Grace and are to be used solely for the individual programme for which they are prepared, for instance, they may not be reproduced for usage with another Client or Programme.

**Website Terms and Conditions**

The term ‘Manners and Grace’ or ‘us’ or ‘we’ refers to the owner of the website whose registered office is Flat 5, House 10, Layi Ajayi Bembe Close, Parkview Estate, Ikoyi, Lagos, Nigeria. Our company registration number is RC 1303118. The terms ‘You’ or ‘Consumer’ or ‘Client’ or ‘Participant’ refers to the User or Viewer of our Website.

The use of this website is subject to the following terms of use:

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You may not create a link to this website from another website or document without Manners and Grace prior written consent.

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Your use of this website and any dispute arising out of such use of the website is subject to the Laws of Nigeria.

**Governing Law and Jurisdiction**

These conditions and our relationship are governed by and interpreted in accordance with Nigerian law. A claim may only be brought against us if it can be brought in Nigerian law without reference to the law of any other Country.