

# Terms and Conditions

## What Works Psychology

Trading name of Dr Henry Briscoe

Effective Date: 10/04/2026

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## Contact Details

Trading Name: What Works Psychology

Trading Style: Dr Henry Briscoe (Sole Trader)

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## 1. About These Terms

These Terms and Conditions govern your purchase of and participation in any workshop, training event, or digital programme offered by What Works Psychology (“we”, “us”, “our”). By booking a place, you confirm that you have read, understood, and agreed to these Terms.

## 2. Our Services

What Works Psychology offers a range of practical workshops and training programmes (“Workshops”) designed to develop skills in communication, performance, and professional effectiveness. Current and forthcoming Workshops include:

- Presenting Under Pressure
- Other skills-based programmes released under the What Works Psychology brand

Workshops are delivered:

- Online via Zoom (standard format)
- In person, where sufficient demand exists and a venue is confirmed

All Workshops are educational and skills-focused. They do not constitute clinical psychology, therapy, or mental health treatment.

## 3. Booking and Payment

### 3.1 Pricing

Workshop prices are as advertised at the time of booking. Standard pricing is £49 per place. An early bird rate of £29 per place is available for a limited period before each Workshop and is subject to availability. Prices are inclusive of all applicable taxes.

### **3.2 Payment**

Full payment is required at the time of booking. Your place is not confirmed until payment has been received and a booking confirmation has been sent to you.

Payment can be made by:

- Debit or credit card via Stripe — a secure online payment link will be provided at the time of booking
- BACS bank transfer — bank details will be provided on request; your booking is not confirmed until funds have cleared

No card details are stored by What Works Psychology. All card payments are processed securely through Stripe's PCI-DSS compliant payment system.

### **3.3 Confirmation**

You will receive a booking confirmation by email following successful payment. Please check your spam folder if you do not receive this within 24 hours. Contact us at [contact@whatworkspychology.co.uk](mailto:contact@whatworkspychology.co.uk) if you have not received confirmation.

## **4. Cancellation and Refunds**

### **4.1 Cancellations by You**

If you need to cancel your booking, please notify us as soon as possible by email. The following policy applies:

- More than 14 days before the Workshop: full refund
- 7–14 days before the Workshop: 50% refund
- Less than 7 days before the Workshop: no refund

You may transfer your booking to another person at any time before the Workshop at no charge, provided you notify us in advance.

### **4.2 Cancellations by Us**

We reserve the right to cancel or postpone a Workshop where minimum participant numbers have not been met, or due to circumstances beyond our reasonable control. In the event of cancellation by us, you will receive a full refund or the option to transfer your booking to an alternative date.

### **4.3 Non-Attendance**

If you do not attend a Workshop without prior notice, no refund will be issued.

## **5. Workshop Delivery**

We will make every reasonable effort to deliver Workshops as advertised. We reserve the right to make reasonable changes to the content, format, or facilitator of a Workshop where necessary, provided the overall nature and objectives of the programme remain the same.

Workshops are facilitated by Dr Henry Briscoe, a performance-trained psychologist, or by a suitably qualified associate where agreed in advance.

## **6. Participant Conduct**

Participants agree to engage respectfully and professionally. We reserve the right to remove any participant whose behaviour is disruptive, offensive, or otherwise inappropriate, without refund.

For online Workshops, participants agree to:

- Join from a private, appropriate environment
- Ensure their camera and audio are functional
- Refrain from recording any part of the session without prior written consent

## **7. Intellectual Property**

All materials, content, and resources provided as part of a Workshop are the intellectual property of What Works Psychology. This includes but is not limited to slide decks, handouts, frameworks, and digital resources.

You may use these materials for your own personal or professional development only. Reproduction, distribution, resale, or use in any commercial context is prohibited without our prior written permission.

## **8. Limitation of Liability**

Our Workshops are educational in nature and do not constitute professional psychological, medical, or clinical advice. Results may vary depending on individual circumstances and effort applied.

To the fullest extent permitted by law, What Works Psychology shall not be liable for any indirect, consequential, or special loss arising from attendance at or reliance on any Workshop content.

Nothing in these Terms limits our liability for death or personal injury caused by negligence, or for fraud or fraudulent misrepresentation.

## **9. Data Protection**

We process your personal data in accordance with our Privacy Notice, available at [whatworkspychology.co.uk](https://whatworkspychology.co.uk). By booking a Workshop, you agree to the collection and use of your data as described therein.

We use the following third-party services in connection with our Workshops and website:

- Stripe — secure payment processing
- Google Sheets — for waitlist and subscriber management
- Zapier — for automated data routing
- DreamHost — for website hosting

## **10. Governing Law**

These Terms are governed by English law. Any disputes arising from these Terms or your participation in a Workshop will be subject to the exclusive jurisdiction of the English courts.

## **11. Changes to These Terms**

We may update these Terms from time to time. Updated Terms will be published on our website with a revised effective date. Continued booking of our Workshops following any update constitutes acceptance of the revised Terms.

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### **Contact**

For any questions about these Terms, please contact us:

Email: [contact@whatworkspychology.co.uk](mailto:contact@whatworkspychology.co.uk)

*Last Updated: 10/04/2026*