

# RISOVENT

## Mentorship for early-career employees

### Service Provider Details

- **Company Name:** RISOVENT LTD
- **Registered Address:** White Building Studios, 1-4 Cumberland Place, Southampton, UK, SO15 2NP.
- **Email:** [contact@risovent.com](mailto:contact@risovent.com)
- [Click here to read more about the trainer.](#)

### Pre-Contractual Information

- **Business Name, Contact Details, and Address:** As provided above.
- **Description of Services:** The core aim of the mentorship is to enhance participants' innovation behaviors and skills. By focusing on identifying and revisiting strengths and weaknesses, the service helps participants to improve their capabilities incrementally. Mentorship sessions are conducted online, allowing flexible interactions to reduce identified weaknesses and improve strengths. Participants begin by identifying their strengths and weaknesses, which serve as the foundation for the mentorship. They must continuously update these insights throughout the mentorship period. This dynamic approach allows the mentorship to be tailored to the participants' evolving needs and conditions in real time.
- **Price and Taxes:** The total price, excluding all applicable taxes (if any), is detailed on our [Pricing Page](#). The service fee is transparent, and there are no hidden charges.

- **Payment Methods:** Payment must be made via bank transfer to RISOVENT LTD's business bank account. Account details will be provided upon issuing and sending you an invoice.
- **Consumer's Obligation to Pay:** By confirming this service and signing the contract via email, you agree to the payment terms and acknowledge your obligation to pay the total amount due within 10 days of receiving the invoice via email.
- **Immediate Confirmation:** Following your agreement to proceed, you will receive an email confirmation of your intent to engage our services.
- **Contract Delivery Timing and Procedure:** The contract will be delivered via email once the service is confirmed by email. This ensures that the contract includes all terms before any party signs. The service terms and conditions, along with the contract and any other supporting documents, will be provided to the client via email.
- **Contract Format:** Sent in a PDF or Word format that you can easily save and print.
- **Opportunity for Questions and Modifications:** We strongly encourage you to review the contract details and any supporting documents, request modifications, and ask questions before signing. Please confirm acceptance by signing the contract and returning it via email.
- **Acknowledgment of Receipt:** Required from clients to ensure you have received and understood all contractual documents.
- **Cancellation Rights:** You have the right to cancel this contract within 14 days of signing, without providing any reason. To exercise the right to cancel, you must inform us of your decision through a clear statement by filling the contact form on <https://risovent.com/contact> or by sending an email to [contact@risovent.com](mailto:contact@risovent.com)
- **Standard Cancellation Form:** Available via email or [contact form](#) upon request.

- **Accessibility of Information:** Alternative formats of training materials or documents related to the service and pre-contractual information are available upon request. Please contact us for more information.
- **Technical Requirements for Online Participation in the service:** To participate in the mentorship service online via Microsoft Teams, you will need:
  - A computer or tablet with audio and video capabilities.
  - A stable internet connection.
  - The latest version of Microsoft Teams installed.
  - A compatible operating system (Windows 10 or later, macOS 10.13 or later).
  - Recommended: A headset with a microphone for optimal audio quality.
- **Complaint Handling Policy:** We are committed to providing quality services. If you have any complaints, please contact us at [contact@risovent.com](mailto:contact@risovent.com). We aim to acknowledge all complaints within 2 business days and resolve them as soon as possible. Please refer to our [Complaint Handling Policy](#) for more details.
- **Need to Make a Change:** If you need to make any changes or correct any errors, please contact us at [contact@risovent.com](mailto:contact@risovent.com)
- **Duration and Termination Conditions:** The contract specifies the service approach and the duration of the service plus any agreed post-training or post-service support. Either party may terminate the contract under the conditions outlined in the Service Terms and Conditions. All relevant documents, including the service terms, the contract itself, and any supporting materials, will be provided to the client via email.
- **Contents of the Service Agreement**  
The formal Service Agreement will outline the full terms of engagement, which may include details such as the training scope, total fees, payment terms, delivery schedule, client

responsibilities, confidentiality, intellectual property, cancellation, and termination conditions, as well as any content or materials related to the provided RISOVENT service. The exact terms may vary depending on the service provided. This document will be sent to the client for review and signature before any payment is made or service delivery begins. The Service Agreement will also incorporate RISOVENT LTD's Service Terms and Conditions, which will be shared with the client at the time of contract preparation.

## Contract Delivery and Client Interaction

- **Contract Delivery Timing and Procedure:** The contract will be delivered via email as soon as possible after the service is confirmed, ensuring that the contract reflects all terms before any party signs.
- **Contract Format:** Sent in a PDF format that the client can easily save and print.
- **Opportunity for Questions and Modifications:** Strongly encouraged before signing the contract. Clients can review the contract details, request modifications (if it is possible), and confirm acceptance via email.
- **Acknowledgment of Receipt:** Required from clients to ensure that you have received and understood all contractual documents.

## Target Audience

- The service is specifically designed for employees from any company with less than 3 years of work experience, ensuring the mentorship is highly relevant to those at the beginning stages of their careers.

## Duration, Scheduling and Style

- Each participant is allocated 7 hours of mentorship over a 3-month period. This timeframe is structured to enable participants to apply what they learn in real-time and adjust their strategies based on ongoing feedback. Each online mentorship session must be at least 30 minutes long. Additionally, all mentorship sessions must be conducted exclusively online via Microsoft Teams, and not through texts or emails.

## Mentorship Format and Location

- All mentoring sessions are delivered online, utilizing efficient platforms such as Microsoft Teams. This approach ensures that mentoring is accessible to employees regardless of their location, offering a consistent and flexible learning environment.

## Participant Capacity

- This mentorship service is limited to 3 participants from a single company or organisation. This small group size ensures that each participant receives personalized attention and guidance.

## Financial Information

- **Payment Terms:** Payment Terms: Due within 10 days of sending the invoice via email.

## Total Price

- [Please read the price page by clicking here.](#)

## Cancellation Policy

- You have the right to cancel the service and contract within 14 days of signing, without providing any reason.

## Privacy Policy

- To learn more about RISOVENT LTD's Privacy Policy, please [click here](#).

## Additional Notes

- **Service Fee Exclusions:** Please note that the mentoring service fee is charged per hour and covers only the provision of mentoring sessions. It excludes transportation, accommodation, or other logistical expenses, as all sessions are online.
- **Mentorship Session Scheduling:** The timing of mentorship sessions will be based on hours mutually agreed upon with the client, ensuring flexibility and convenience for both the Client and RISOVENT LTD.
- **Modification Approval:** Any changes to the mentorship format, including the number of participants, duration of the mentorship service, or allocated hours, must be communicated and confirmed with RISOVENT LTD first. This process ensures that adjustments can be accommodated, and we can provide the necessary support. We will promptly inform the client whether we can accommodate the request.

## More information:

- For additional details, please visit the **FAQ** page on the RISOVENT website by [clicking here](#). If you have further questions, feel free to contact us at [contact@risovent.com](mailto:contact@risovent.com)