



## Tailoring a “bite-size” training workshop

### 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:** RISOVENT LTD specializes in designing fully customizable “bite-size” training workshops, tailored to meet specific professional development needs. Clients are invited to collaborate closely in the crafting of their workshop, directly influencing the topics, exercises, and case studies to ensure maximum relevance and impact. The service includes initial consultations, iterative design phases, and final adjustments, all particularly coordinated to align with client goals. [Click here](#) to learn more about this service.

**What is a Bite-Sized Training Workshop?** It is a customized short-format training workshop lasting 1 to 5 hours, designed to meet specific client goals through relevant, practical topics, exercises, and case studies.

- **Price and Taxes:** The total price, including all applicable taxes (if any), is detailed on our [Pricing Page](#). The service fee is transparent, and there are no hidden charges. Please note that for face-

to-face training, additional expenses such as transportation and accommodation are not included and will be charged separately if applicable.

- **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 and pre-contractual information are available upon request. Please contact us for more information.
- **Technical Requirements for Online Participation:** To participate in an online training 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 includes the duration of the "bite-size" training workshop, along with any agreed-upon post-training support. It clearly outlines the service approach, detailing the steps taken to customize the workshop to meet specific client needs. This includes initial consultations, iterative design phases, and final adjustments tailored to align with client goals. Either party may terminate the contract under the conditions specified in the Service Terms and Conditions. All relevant documents, including the service terms and conditions, the contract, and any supporting materials, will be provided to the client via email.

## Certificates of Attendance

- **RISOVENT LTD** issues certificates of attendance to all participants who successfully complete the training workshop. It is important to note that these certificates are not accredited by any external body. Their sole purpose is to only confirm that participants have attended the workshop, and they do not imply any professional qualification or endorsement. Additionally, issuance of the certificate of attendance is optional and will only be provided to participants upon their request.

## 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.
- **Opportunity for Questions and Modifications:** Strongly encouraged before signing the contract. Clients can review the contract details, request modifications, 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 “bite-size” training workshop will be customized according to the selected segment or group of individuals.

## Duration and Scheduling

- The customized “bite-size” training workshop can be delivered as full days or half days.

## Training Format and Location

- Online via Microsoft Teams or face-to-face\* at the client's workplace.

## Participant Capacity

- Maximum of 30 individuals per customized “bite-size” training workshop.

## Financial Information

- 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

- **Face-to-face\*** bite-sized training workshops are available to companies worldwide.
- **Online** bite-sized training workshops are available to companies worldwide.
- Please [click here](#) to refer to our pricing structure to learn more about our tailored bite-sized training workshop service.
- \*For face-to-face training, the delivery fee does not include additional expenses such as transportation, accommodation, or visa-related costs.

## 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)