

Consultancy Service Terms and Conditions

These Terms and Conditions apply to the Consultancy Service provided by Potential Plus UK (the operating name of the National Association for Gifted Children).

These Terms and Conditions should be read in conjunction with the [Potential Plus UK Terms and Conditions of Sale](#) and [Privacy Policy](#). In the event of any inconsistency, these Consultancy Service Terms and Conditions shall apply to the Consultancy Service.

By purchasing a Consultancy Session, the Client agrees to be bound by these Terms and Conditions.

1. The Consultancy Service

1.1 The Consultancy Service consists of a single 45-minute online session delivered via Microsoft Teams.

1.2 The Consultancy Service provides educational and strategic guidance in relation to high learning potential and dual or multiple exceptionality.

1.3 The guidance provided is informed by:

- a) Research and evidence-based practice.
- b) Professional expertise; and
- c) Relevant lived experience insight.

1.4 The Consultancy Service does not constitute:

- a) Legal advice.
- b) Clinical, therapeutic, psychological or medical advice.
- c) A diagnostic assessment; or
- d) A substitute for statutory processes, independent legal advice or clinical services.

1.5 Potential Plus UK does not guarantee specific educational, emotional or institutional outcomes arising from the Consultancy Session.

1.6 Responsibility for decisions made following the Consultancy Session rests solely with the Client.

1.7 The Consultancy Service is open to parents, legal guardians, professionals, young people and non-members. The individual booking the Consultancy Session is responsible for ensuring that they have appropriate authority to share any personal information relating to a child or young person discussed during the session.

2. Payment and Contract Formation

2.1 The Consultancy Service is ordered and paid for via the Potential Plus UK website.

2.2 Full payment is required in accordance with the Potential Plus UK Terms and Conditions of Sale.

2.3 Upon payment, the Client will receive instructions requiring completion of the designated pre-session form.

3. Pre-Session Requirements and Booking

3.1 Completion of the designated pre-session form is mandatory.

3.2 The booking link for the Consultancy Session will only be issued once the required form has been completed.

3.3 The Client is responsible for providing a valid and accurate email address when completing the pre-session form. All booking communications, including the booking link, will be sent to the email address provided.

3.4 It is the responsibility of the Client to monitor that email account (including spam or junk folders) and to complete the booking process within the required timeframe. Potential Plus UK is not responsible for delays arising from incorrect email details or failure to monitor communications.

3.5 Potential Plus UK is not obliged to issue repeated reminders to arrange the Consultancy Session following payment.

3.6 Booking links are issued on Tuesday, Wednesday and Thursday during normal office hours. Forms completed outside these days will be processed on the next working day.

3.7 The booking link provides access to available appointments displayed via Microsoft Bookings.

3.8 The Client must select and confirm an appointment within twenty-eight (28) calendar days of the booking link being issued.

3.9 The Consultancy Session itself may take place after this 28-day period, subject to the appointment availability shown at the time of booking.

3.10 If an appointment is not selected and confirmed within twenty-eight (28) calendar days, Potential Plus UK may, at its discretion, treat the booking as lapsed. Any rebooking will be at the discretion of Potential Plus UK and subject to availability.

3.11 Refunds in such circumstances will be governed by the Potential Plus UK Terms and Conditions of Sale and the [Refunds Policy](#).

4. Client Responsibilities

4.1 The Client agrees to provide accurate and complete information in the pre-session form and during the Consultancy Session.

4.2 No additional documentation should be submitted unless expressly requested by Potential Plus UK.

4.3 The advice provided during the Consultancy Session is based on:

- a) Information supplied by the Client.
- b) The professional judgement of the consultant; and
- c) Relevant research and best-practice frameworks.

4.4 Potential Plus UK accepts no responsibility for outcomes arising from inaccurate, incomplete or misleading information supplied by the Client.

5. Deliverables

5.1 Following the Consultancy Session, the Client will receive a written Summary Document in PDF format.

5.2 The Summary Document will include:

- a) A brief summary of the context discussed.
- b) An action plan or recommended next steps for consideration.
- c) Relevant Potential Plus UK and external resources.

5.3 Unless there is an unforeseen circumstance, Potential Plus UK will use reasonable endeavours to issue the Summary Document within five (5) working days of the Consultancy Session.

5.4 “Working days” means Monday to Friday excluding public holidays in England.

5.5 Potential Plus UK reserves the right to extend this timeframe where reasonably necessary due to illness, high demand or circumstances beyond its control.

5.6 No additional follow-up consultation or clarification period is included unless separately booked.

6. Data Protection, Confidentiality and Retention

6.1 Personal information provided by the Client will be handled in accordance with [Potential Plus UK's Records Retention and Data Protection Policy](#) and Privacy Policy.

6.2 Potential Plus UK is committed to compliance with the Data Protection Act 2018 the UK General Data Protections Regulation (UK GDPR), and the Data Use and Access Act 2025 (DUAA).

6.3 Personal data will be collected and processed only for legitimate charitable purposes connected with delivery of the Consultancy Service and in accordance with lawful bases under applicable data protection legislation.

6.4 Information will be stored securely and will only be accessible to authorised members of Potential Plus UK on a need-to-know basis. Appropriate technical and organisational measures are in place to safeguard personal data.

6.5 Records created as part of the Consultancy Service, including the Summary Document and associated notes, will be retained in accordance with the Retention Schedule set out in Potential Plus UK's Records Retention and Data Protection Policy.

6.6 Records will be reviewed periodically and securely deleted, anonymised or otherwise disposed of when no longer required for business, legal or regulatory purposes, in accordance with that policy.

6.7 Information shared during the Consultancy Session will not be shared with outside agencies unless explicit permission is given by the Client, except where disclosure is required by law or safeguarding obligations apply.

7. Cancellation and Rescheduling

7.1 Cancellation and refund provisions applicable to the Consultancy Service are governed by the Potential Plus UK Terms and Conditions of Sale.

7.2 No refunds will be due for missed Consultancy Sessions or for cancellations after the scheduled session date.

8. Recording and Use of Artificial Intelligence

8.1 The Consultancy Session is not audio-visually recorded by Potential Plus UK.

8.2 Potential Plus UK uses an artificial intelligence note-taking tool (MS Teams Maestro) during the Consultancy Session for administrative purposes.

8.3 Notes generated by this tool are used solely for preparation of the Summary Document and are processed in accordance with Potential Plus UK's Records Retention and Data Protection Policy and applicable UK data protection legislation.

8.4 Clients must not record the Consultancy Session, whether by audio, video or other means, without prior written consent from Potential Plus UK.

9. Intellectual Property

9.1 All materials provided during or following the Consultancy Session, including the Summary Document, remain the property of Potential Plus UK.

9.2 The Summary Document is provided for the Client's personal use.

9.3 The Client may share the Summary Document with relevant educational or professional parties directly involved in supporting the young person concerned.

9.4 The Summary Document may not be reproduced, distributed publicly or used for commercial purposes without prior written consent from Potential Plus UK.

10. Limitation of Liability

10.1 Nothing in these Terms and Conditions limits or excludes liability for death or personal injury caused by negligence, fraud, or any liability which cannot lawfully be excluded under English law.

10.2 Subject to clause 10.1, the total liability of Potential Plus UK arising out of or in connection with the Consultancy Service shall not exceed the Fee paid for that Consultancy Session.

11. Statutory Rights

11.1 The Client's statutory rights are not affected by these Terms and Conditions.

12. Governing Law

12.1 These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales.