



# Derek Hendrikz Consulting cc

Reg.Nr:1997/060793/23

Tel: 012 567 2824

Fax: 012 543 3292

E-mail: [hello@derekhendrikz.com](mailto:hello@derekhendrikz.com)

## Our Guarantee:

[Terms and Conditions](#) Apply

*Derek Hendrikz Consulting – herein/after referred to as DHC.*

1. In case of seminars, we guarantee that the majority of the audience, at least 80%, will rate the seminar as 'above average' – failing which we will wave our fee.
2. In the case of training, we guarantee that the majority of participants, at least 80%, will rate the workshop as 'above average' and agree that the outcomes have been achieved – failing which we will wave our fee.
3. In case of consultation projects, we guarantee that the agreed outcomes will be achieved, and that we will stick to the agreed upon project schedule – failing which we will wave our fee.
4. With team development programmes, we guarantee that the majority of participants, at least 80%, will feel that the programme has assisted them in performing better as a team – failing which we will wave our fee.
5. Where evaluation forms were completed by delegates, a processed evaluation report will be supplied to the sponsor within 15-days of completion of the intervention. The original forms will be made available on request.
6. Permanent record will be kept of attendee databases, evaluation reports, programme reports, attendance registers, and all other documentation that the client might need in future.
7. In cases where we are responsible for pre- and post-programme administration, this will be done in an effective and efficient manner.
8. This website [www.derekhendrikz.co.za](http://www.derekhendrikz.co.za) will always contain accurate contact details where we can be contacted via e-mail, telephone, fax, or land mail.
9. For training programmes presented in South Africa, we guarantee that all National Qualifications Framework (NQF) requirements will be met.

10. Once we have agreed on the cost, the date, the times, the venue, the outcomes, payment arrangements, and who needs to provide what, we will not cancel or withdraw from this engagement prior to the event.
11. We will be there during the day, and will not be late.
12. We will be fully prepared for our engagement.
13. In cases where customer satisfaction, as set out in points 1 to 4, was not achieved, we will wave our fee. This money back guarantee is subject to our [terms and conditions](#) and the provision that we obtain evaluation forms from all attending delegates. The evaluation form will be provided and processed by DHC. The original evaluation forms (if requested) with a summarised report will be forwarded to the client on completion of the intervention.
14. In cases where we have failed in terms of reliability as set out in points 10 to 12 of this terms and conditions, we will wave our fee. This money back guarantee is subject to our [terms and conditions](#) and the provision that we were not late or did not arrive due to circumstances beyond our control, such as delayed flights, road accidents, illness, etc, in which case the client will only be liable for the expenses that we have already incurred, but not for our fee. In cases where it is impossible for us to make the engagement due to circumstances beyond our control, DHC will do everything in our power to replace the consultant with someone with similar talent, at not extra cost. Where DHC was able to arrange a replacement of similar quality, the client will have no claim to invoke this guarantee.
15. It is important to note that our full liability is limited to our fee, and that we will at no time be liable for any other cost, expenses, or losses (material or otherwise, deemed or real), regardless of the reason for our non appearance.
16. Should the client invoke this guarantee, DHC will immediately return my full fee, less cost of expenses.

Please note that [Terms and Conditions](#) apply.

Thank you for making use of DHC's services.

We believe and trust that you will receive customer satisfaction and value for money.