

Terms & Conditions

Esperance Brooks · Build & Ship Academy
Last updated: 12 May 2026

1. Who we are

These Terms govern the mentoring services, exam packs, and any related digital materials (collectively, the “Service”) provided by Esperance Brooks, trading as Build & Ship Academy (“we”, “us”, “our”). By reserving a seat, purchasing a pack, or otherwise using the Service, you (“you”, “the Mentee”) agree to these Terms.

2. The intake reservation (£50)

The £50 intake fee reserves a kickoff slot, opens your private workflow, and pays for the personal review of your CV and the written plan delivered within 48 hours of the intake call. If we proceed to ongoing sessions, the £50 is credited toward your first session. The intake fee is non-refundable once the plan has been delivered.

3. Sessions and ongoing engagement

Session pricing, cadence, and scope are agreed in writing at the booking stage, after the plan has been shared. There is no automatic subscription: each session or block is booked and paid for explicitly. Either party may end the engagement at any time, with any unused, prepaid sessions refunded on a pro-rata basis.

4. Exam packs and digital products

Exam packs are licensed for your personal, non-transferable use. You may not redistribute, resell, publish, or use the materials to train AI models. Access is granted on a lifetime basis for the version purchased; we may issue updates at our discretion but do not guarantee them.

Because exam packs are delivered instantly as digital content, you expressly agree to waive your statutory 14-day right of withdrawal under the UK Consumer Contracts Regulations once you access the pack. Refunds outside this are at our discretion.

5. Rescheduling, no-shows, and cancellations

- You may reschedule a booked session up to 24 hours before the start time at no charge.
- Cancellations or reschedules within 24 hours, and no-shows, are charged in full.
- If we need to reschedule, we will offer the next available slot or a full refund of that session, at your choice.

6. What we promise — and what we do not

We commit to senior, attentive mentoring, an honest assessment, and materials we would use ourselves. We do **not** guarantee any specific outcome, including job offers, promotions, exam results, salary changes, or interview invitations. Outcomes depend on your effort, your market, and factors outside our control.

7. Your responsibilities

- Provide accurate information about your background and goals.
- Share only material you have the right to share — no confidential employer data, client data, or content covered by an NDA.
- Engage respectfully. We reserve the right to terminate the Service, with a pro-rata refund of unused, prepaid sessions, in the event of abusive, discriminatory, or unlawful conduct.

8. Confidentiality

What you share inside the workflow — your CV, career history, plan drafts, and messages — is treated as confidential and used only to deliver the Service. We do not sell your data, and we do not feed your personal materials into third-party AI training. AI tools used to assist drafting operate on a no-training basis.

9. Intellectual property

All exam packs, plan templates, frameworks, and written materials we provide remain our intellectual property. You receive a personal, non-exclusive, non-transferable licence to use them for your own learning and career. The plan we write for you, and any portfolio project you build, are yours to use, publish, and monetise freely.

10. Payments

Payments are processed by our payment provider. We do not store full card details. Prices are shown in GBP and are inclusive of any applicable UK VAT unless stated otherwise. You are responsible for any taxes, duties, or currency conversion fees imposed by your jurisdiction or bank.

11. Refunds

- **Intake fee:** refundable until the plan is delivered; non-refundable thereafter.
- **Sessions:** unused, prepaid sessions are refundable on a pro-rata basis.
- **Exam packs:** non-refundable once accessed (see section 4).

12. Limitation of liability

To the fullest extent permitted by law, our total liability for any claim arising out of or relating to the Service is limited to the amount you paid us in the 12 months preceding the event giving rise to the claim. We are not liable for indirect, incidental, or consequential losses, including lost profits, lost opportunities, or loss of data. Nothing in these Terms limits liability for death, personal injury caused by negligence, fraud, or any liability that cannot be excluded under English law.

13. Privacy

We process personal data in line with UK GDPR. We collect only what we need to deliver the Service (account details, CV, messages, payment metadata) and retain it for as long as your account is active or as required by law. You may request access, correction, or deletion at any time by contacting us at the address below.

14. Changes to these Terms

We may update these Terms from time to time. Material changes will be notified by email or in-product notice at least 14 days before they take effect. Continued use of the Service after that date constitutes acceptance of the updated Terms.

15. Governing law

These Terms are governed by the laws of England and Wales. Any dispute will be subject to the exclusive jurisdiction of the courts of England and Wales, save that you may bring proceedings in the jurisdiction of your habitual residence where required by mandatory consumer law.

16. Contact

Questions about these Terms? Reach us at esperancebrooks@buildandship.academy.