

A17. Consultation Policy (2025)

At The A17 Business Group, we believe in providing a seamless and transparent consultation process to help our clients achieve their business goals.

Below is a detailed outline of our consultation policy, including how to book, what to expect, safeguarding measures, and our cancellation policy.

How Consultations Work

1. Purpose of the Consultation:

- Our consultations are designed to understand your business needs, challenges, and goals, and to provide tailored solutions for your marketing, website development, and social media management requirements.
- During the consultation, we will discuss your current strategies, identify areas for improvement, and propose actionable plans to achieve your objectives.

2. Consultation Process:

- **Step 1: Initial Contact**
Clients can book a consultation through our website, email, or phone.
(Contact details: info@a17group.co.uk | 020 335 51128 | <https://a17business.uk/consultations>)
- **Step 2: Pre-Consultation Questionnaire**
Once the consultation is confirmed, you will receive a short questionnaire to help us prepare for the discussion and understand your requirements better.
- **Step 3: The Consultation**
 - Consultations can be conducted in-person, either at your business location, or at a local establishment (cafe/restaurant, etc.). Please refer to the safeguarding section for advice on consultation locations. Consultations can also be hosted virtually, usually via Google Meet or Zoom.
 - Virtual consultations are recorded for security and referencing purposes. Recordings are securely stored and accessible only to authorised personnel, including you.

3. Duration:

- Consultations typically last 30-60 minutes, depending on the complexity of the discussion, and your requirements.

4. Post-Consultation Follow-Up:

- After the consultation, we will provide a summary of the discussion and a customised proposal outlining the recommended services that we can provide you. We will also give you access to the meeting recording, if applicable.

How to Book a Consultation

1. Online Booking:
Visit our website at <https://a17business.uk/consultations> and use the contact form to request a consultation.
 2. Email:
Send an email to info@a17group.co.uk with your preferred date, time, and consultation type (in-person or virtual).
 3. Phone:
Call us at 020 335 51128 to speak with our team and schedule your consultation.
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Safeguarding Information

1. Data Security:
 - All client data shared during the consultation is encrypted at rest and in transit.
 - Virtual consultations are conducted via platforms that comply with GDPR and data security standards.
 - Recordings of virtual consultations are stored securely and used solely for internal purposes, such as referencing, security and quality assurance.
2. Confidentiality:
 - A17. is committed to maintaining the confidentiality of all discussions. Any sensitive information shared during the consultation will not be disclosed to third parties without prior consent.
3. In-Person Consultations:
 - For in-person consultations, clients may be required to provide valid identification at the time of the meeting for security purposes.
 - In-person consultations can only be conducted in a professional workplace or establishment. Home addresses (even if the company is legally registered at the address) is not permitted as a hosting location for a consultation.
 - In-person consultations must be conducted no further than 10 miles from our operating areas. Our operating areas can be found at the bottom of this document.
4. Virtual Consultations:
 - Clients will receive a secure link and sometimes a password to join the virtual meeting.
 - Participants are advised not to share the meeting link with unauthorised individuals.
5. Guests:
 - If you wish to have guests attend your consultations, please ensure your account manager is made aware when you are booking. You can have up to 3 guests with you, unless agreed otherwise. If you attend a consultation with announced guests, your meeting may be cancelled.

Cancellation Policy

1. Notice Period:
 - Cancellations or rescheduling requests must be made at least 24 hours before the scheduled consultation time.
2. Cancellation Fees:
 - Free Consultations: No cancellation fee applies, but we kindly request a timely notice to allow us to accommodate other clients looking to book.
 - Paid Consultations: A cancellation fee of £50 applies for cancellations made within 24 hours of the scheduled time.
3. Rescheduling:
 - Clients may reschedule their consultation at no additional cost if the request is made at least 24 hours in advance.
4. No-Show Policy:
 - If a client does not attend the consultation without prior notice, it will be considered a no-show. Free consultations may not be rescheduled, and paid consultations will incur the full consultation fee.

Additional Notes

- Flexibility: We offer flexible scheduling options to accommodate clients in different time zones.
- Follow-Up Support: Clients are encouraged to reach out to their account manager for any follow-up questions after the consultation.
- Feedback: We value your input and encourage clients to share feedback about their consultation experience to help us improve.
- Accessibility: If you have any special requirements, please let your account manager know when booking.

Operating Areas

Below are our current operating areas where you can book in-person consultations.

If you are based over 5 miles from the areas listed below, please book a virtual consultation OR contact us before booking, as we may still be able to host an in-person consultation for you (for London-based clients, please contact us, as we are able to provide in-personal consultations for you):

- Marlow – SL7
- Marlow Bottom – SL7
- Little Marlow – SL7

- Bourne End – SL8
- Wooburn Green – HP10
- Medmenham – SL7
- High Wycombe – HP11
- Hambleden – RG9
- Maidenhead – SL6
- Cookham – SL6
- Bisham – SL7
- Fingest – RG9
- Bray – SL6
- Turville – RG9
- Henley-on-Thames – RG9
- Beaconsfield – HP9
- Burnham – SL1
- Windsor – SL4
- Sonning-on-Thames – RG4
- Eton – SL4
- Nettlebed – RG9
- Gerrards Cross – SL9
- Amersham – HP6
- Princes Risborough – HP27
- Watlington – OX49
- Wokingham – RG40
- Wendover – HP22
- Wallingford – OX10