

# Terms and Conditions for Training Services

**Effective Date:** 26 May 2026

**Business Name:** Beyond Training (trading name of N. Doble Ltd)

**Trading Address:** Available on request

**Email:** [contact@beyond-training.uk](mailto:contact@beyond-training.uk)

**Phone:** 07359 423364

**Website:** [www.beyond-training.uk](http://www.beyond-training.uk)

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## 1. Introduction

These Terms and Conditions (“Terms”) govern the provision of training services by **Beyond Training** (“we”, “us”, “our”) to any client, learner, organisation, or participant (“you”, “your”).

By booking, purchasing, attending, or participating in any of our courses, workshops, coaching sessions, online programmes, or related services, you agree to be bound by these Terms.

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## 2. Services Provided

We provide professional training services, which may include:

- In-person training courses
- Online training programmes
- Workshops and seminars
- Corporate training and group bookings
- Downloadable learning materials
  
- Consultancy related to training services

We reserve the right to modify, update, or discontinue any service without prior notice.

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## 3. Bookings and Enrolment

### 3.1 Booking Confirmation

A booking is confirmed only once:

- A completed registration form has been received; and
- Full payment or an agreed deposit has been paid.

We reserve the right to refuse or cancel bookings at our discretion.

### 3.2 Participant Responsibility

You are responsible for ensuring:

- All information provided is accurate;
  - You meet any prerequisites for the course;
  - You attend sessions on time;
  - You have the required equipment and internet access for online learning.
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## 4. Fees and Payment

### 4.1 Pricing

All prices are stated in GBP (£) unless otherwise specified and may be subject to VAT where applicable.

### 4.2 Payment Terms

Payment must be made:

- In full before the course start date; or
- In accordance with agreed invoicing terms.

Failure to pay may result in:

- Refusal of entry to training;
- Suspension of access to online materials;
- Cancellation of certification or completion documents.

### 4.3 Late Payments

We reserve the right to charge interest on overdue invoices in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

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## 5. Cancellation and Refund Policy

### 5.1 Cancellation by You

#### Individual Bookings

- More than 14 days before the course: full refund minus any administrative fees.
- 7–14 days before the course: 50% refund.
- 48 hours - 7 days before the course: 25% refund.
- Less than 48 hours before the course: no refund.
- If the course is fully booked and your cancelled slot is filled, you will receive a full refund, minus administrative fees, for any cancellation.

#### Non-Attendance

Failure to attend a course without prior notice will be treated as a cancellation and no refund will be issued.

### 5.2 Transfers

At our discretion, bookings may be transferred to another date or participant if requested 24 hours or more before the course start date.

### 5.3 Cancellation by Us

We reserve the right to cancel or reschedule training due to:

- Insufficient participant numbers;
- Trainer illness;
- Venue issues;
- Force majeure events;
- Circumstances beyond our reasonable control.

Where we cancel a course, you will be offered either:

- A full refund; or
- A transfer to an alternative date.

We are not liable for travel, accommodation, loss of earnings, or other consequential costs.

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## 6. Online Training and Digital Access

For online courses:

- Access credentials are personal and must not be shared.
- Recording, reproducing, or distributing training content without written permission is prohibited.
- We may suspend access where misuse is suspected.
- Cameras must remain on throughout the course.

We do not guarantee uninterrupted access to online systems and are not liable for technical issues outside our control.

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## 7. Intellectual Property

All course materials, content, presentations, videos, documents, branding, and resources remain the intellectual property of Beyond Training (N. Doble Ltd) unless otherwise stated.

You may:

- Use materials for personal learning purposes only.

You may not:

- Copy;
  - Sell;
  - Reproduce;
  - Publish;
  - Share;
  - Upload;
  - Distribute training materials without prior written permission.
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## 8. Certification and Assessment

Where applicable:

- Certificates are issued only upon successful completion of course requirements.
- We reserve the right to withhold certification where attendance, conduct, or assessment standards are not met.

- Certification does not guarantee employment, licensing, or professional accreditation unless expressly stated.
  - Attendance alone does not guarantee certification. Engagement, participation and, where applicable, formal or informal assessment completion is required to demonstrate understanding of the course content.
  - For online courses, camera's must be on for the duration of the course in order to receive certificate.
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## 9. Participant Conduct

We expect all participants to behave professionally, kindly and respectfully to the trainer, other course attendees and anyone else within the venue or vicinity of the course.

We reserve the right to remove any participant without refund for:

- Disruptive behaviour;
- Harassment or discrimination;
- Aggressive or abusive conduct;
- Illegal activity;
- Breach of health and safety requirements.

All participants are expected to:

- have cameras on for online courses;
  - actively participate and engage throughout the course;
  - complete assessments where applicable.
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## 10. Health and Safety

Participants must:

- Follow all safety instructions;
- Disclose relevant medical conditions where necessary;
- Use equipment responsibly.

Participation in practical activities is at your own risk unless caused by our negligence.

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## 11. Limitation of Liability

To the fullest extent permitted by law:

- Our total liability shall not exceed the amount paid for the relevant training service.
- We are not liable for indirect, consequential, or economic losses.
- We do not guarantee specific business, educational, or career outcomes.

Nothing in these Terms excludes liability for:

- Death or personal injury caused by negligence;
  - Fraud or fraudulent misrepresentation;
  - Any liability that cannot legally be excluded.
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## 12. Data Protection and Privacy

We process personal data in accordance with applicable UK data protection laws, including the UK GDPR and Data Protection Act 2018.

Personal information may be used for:

- Course administration;
- Communication;
- Certification;
- Payment processing;
- Legal and regulatory compliance.

For more information, please refer to our Privacy Policy.

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## 13. Confidentiality

Any confidential information shared during training must not be disclosed to third parties without consent unless legally required.

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## 14. Force Majeure

We shall not be liable for delays or failure to perform obligations caused by events beyond our reasonable control, including:

- Natural disasters;
  - Government restrictions;
  - Industrial disputes;
  - Power or internet outages;
  - Pandemics;
  - Severe weather;
  - Venue closures.
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## 15. Complaints

If you are dissatisfied with our services, complaints should be submitted in writing to:

[contact@beyond-training.uk](mailto:contact@beyond-training.uk)

We aim to respond within 7 business days.

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## 16. Governing Law

These Terms are governed by the laws of England and Wales.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

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## 17. Amendments

We reserve the right to amend these Terms at any time. Updated versions will be published on our website or provided upon request.

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## 18. Contact Information

**Beyond Training**

[contact@beyond-training.uk](mailto:contact@beyond-training.uk)

07359 423364

[www.beyond-training.uk](http://www.beyond-training.uk)

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# Optional Clauses

## A. Corporate Client Terms

For corporate bookings:

- The booking organisation is responsible for payment of all invoices.
- Substitute attendees may be permitted with prior notice.
- On-site training requirements must be agreed in writing.

## B. Subscription or Membership Services

Where recurring subscriptions apply:

- Payments renew automatically unless cancelled.
- Cancellation notice of 28 days is required.
- Access ends upon cancellation or failed payment.

## C. Recording Consent

Training sessions may be recorded for quality assurance, educational and marketing purposes.

By attending online sessions, you consent to reasonable recording unless otherwise agreed.

If you do not consent to your presence in educational and marketing material, please request this in writing.

## D. Photography and Marketing

We may use photographs or testimonials for promotional purposes unless you request otherwise in writing.

## E. Non-Solicitation

Clients agree not to directly employ or solicit trainers or contractors introduced by our business during the engagement and for 12 months afterwards without written consent.