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## Your Training Solution Ltd.

### Terms and Conditions of Training and Consultancy

*Effective: November 2025*

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## Welcome to Your Training Solution Ltd. (YTS)

We're committed to delivering high-quality, flexible, and affordable training tailored to your professional needs. These Terms and Conditions outline the agreement between YTS and our valued clients. By booking any service, you accept the terms below.

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### 1. Key Definitions

Term	Meaning
Training Provider / YTS	Your Training Solution Ltd., including agents or representatives
Client	The individual or organization booking and/or paying for services
Delegate	The person attending the training (also: learner, participant, student)

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### 2. Booking Process Please visit our website or call our booking agent

- [www.yourtrainingsolution.co.uk](http://www.yourtrainingsolution.co.uk)
- Email: [info@yourtrainingsolution.co.uk](mailto:info@yourtrainingsolution.co.uk)
- Phone: 07780113215
- Booking confirmation requires:
  1. Completion of the "[Book Your Training](#)" form
  2. Acceptance of the YTS Promise (training quote)
  3. Written confirmation and invoice issuance
- Please Ensure:
  - Course content suits your needs
  - Delegates meet prerequisites and are suitable for the course

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### **3. Payment Terms**

- Payment is due upon booking unless a valid Purchase Order is accepted
- Invoices must be paid within:
  - 30 days of issue, or
  - 5 working days after course delivery
- Accepted methods: BACS, credit/debit card, Bank transfer as per invoice (GBP only)
- Late payment may delay certificates or future bookings

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### **4. Service Delivery**

YTS will:

- Deliver services with professionalism and care
- Comply with UK training standards and regulations
- Accommodate reasonable client requests (may be subject to cost agreement)

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### **5. Client Responsibilities**

Clients must:

- Provide accurate, timely information
- Communicate decisions promptly, venue, classroom ready, time and any requests
- Ensure delegates are informed, prepared, and medically fit (pen and paper)

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### **6. Delegate Numbers**

- Confirm delegate numbers upon booking
- Increases in number of attendees may require prior approval
- Delegates must be from your/the client's organization unless agreed otherwise

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## 7. Cancellations & Rescheduling

### Notice Period      Cancellation Fee

More than 7 days    10% (admin fee)

Within 7 days      100% (no refund)

- Force Majeure cases will be reviewed individually
- Rescheduling is possible but subject to original cancellation terms

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## 8. Pricing & Satisfaction Guarantee

- Prices depend on duration, delegate count, and delivery format
- Additional delegates may incur extra charges
- If training fails to meet agreed objectives, a pro-rata refund may be considered (YTS decision final)

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## 9. Travel, Accommodation & Subsistence

- Travel charged at HMRC rates
- Depending on training contract these expenses may be waived
- For multi-day or early/late sessions, clients must provide:
  - 3-star (or higher) accommodation
  - Meals and refreshments for the training duration

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## 10. Equipment & Belongings

- YTS is not liable for personal item loss or damage
- Delegates are responsible for loaned equipment; damage/loss may be charged to the client, based on circumstances
- We expect delegates to have pen and paper or an electronic device to take notes, follow links and communicate, complete the register and other required forms online

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## **11. Health & Safety**

- YTS takes reasonable precautions
  - Clients must provide venue safety induction and fire procedure briefing
  - Classroom must be ready, spacious in purpose and ergonomic, well lit, well ventilated
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## **12. Right to Dismiss**

YTS may dismiss delegates for:

- Misconduct, arriving late as per case
  - Failure to meet mandatory course requirements
  - Unreported medical conditions affecting participation
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## **13. Force Majeure**

YTS is not liable for cancellations due to:

- Illness, extreme weather, strikes, civil unrest, or other uncontrollable events
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## **14. Liability & Insurance**

- YTS maintains public liability insurance
  - Liability is limited to the amount paid by the client
  - Instructions must be followed to avoid risk
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## **15. Intellectual Property**

- All training materials remain the property of YTS
- Unauthorized use, reproduction, or distribution is prohibited
- No photography or videography are permitted unless required by the course
- Use of the AI technology is permitted for taking notes and research only
- Confidentiality must be observed at all times
- Legal action may be taken for misuse

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## 16. Amendments & Promotions

- Changes to these terms require written agreement
- Promotional offers and introductory rates may be launched or withdrawn at YTS's discretion

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## Our YTS Promise

- ✓ Tailored, high-quality training
- ✓ Flexible scheduling (evenings & weekends)
- ✓ Competitive pricing from £125/session
- ✓ Always up-to-date content, relevant, interactive and inclusive, to inspire personal and professional development

**Thank you for choosing Your Training Solution**

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