



Specialist Training Courses

Terms & Conditions

1. Who We Are

Pivotal Protective Services Limited is a consulting and training company registered in England and Wales under Company Number 10281601.

Our website is: pivotalprotectiveservices.com

For all course enquiries, please contact: enquiries@pivotalprotectiveservices.com

2. Reservations, Deposits and Payment

Reservations for one or more learners may be submitted via the Pivotal Protective Services Limited website, by email, through an approved booking or payment platform, or by any other method approved by Pivotal Protective Services Limited.

Early reservations are encouraged, as course places are limited and will ordinarily be allocated on a first-come, first-served basis.

At the time of booking, Pivotal Protective Services Limited may require payment of either the full course fee or, where applicable, a deposit, as specified during the booking process or in subsequent payment instructions.

Where a deposit option is offered, a deposit in the amount specified at the time of booking will be required to secure the learner's place. The deposit may be payable immediately through an approved payment platform or by the deadline stated in an invoice or other payment request.

A reservation will not be considered confirmed until the required deposit or other requested payment has been received. Until such payment has been received, Pivotal Protective Services Limited reserves the right to offer the course place to another applicant.

Where a deposit has been accepted, the remaining balance of the course fee must be paid in full by the date specified during the booking process, in an invoice, or in other payment instructions issued to the learner or booking organisation. Failure to pay the outstanding balance by the required date may result in the learner's reservation being cancelled and the course place being offered to another applicant.

Unless otherwise agreed or specified during the booking process, all payments must be made in either GBP or USD.

Any deposit or other payment made will form part of the total course fee and will be taken into account when calculating any refund, cancellation charge or outstanding balance under these Terms and Conditions.

Course joining instructions will not normally be released, and learners will not be permitted to join a course unless the full course fee has been received.

Learners may also be required to complete and return a Course Registration Form or provide other administrative information requested by Pivotal Protective Services Limited. Failure to provide required information may affect the learner's ability to participate in the course.

Corporate rates for multiple learners and alternative payment methods or payment schedules may be agreed separately in writing.

3. VAT and Tax

Virtual or online courses delivered from the United Kingdom may be subject to UK Value Added Tax (VAT) at the prevailing rate.

The VAT treatment of classroom, in-person or other courses will be determined according to the nature and location of the course and applicable tax requirements.

Where VAT or any other applicable tax is chargeable, this will be stated on the relevant invoice.

4. Course Fees and What Is Included

Unless otherwise stated, classroom, in-person course fees may include:

- Tuition by a specialist training consultant.
- Consultant preparation time.
- A suitable training venue with appropriate conferencing facilities.
- One-to-one time with experienced professionals, where applicable.
- International peer networking opportunities.
- Course resources and materials.
- Light lunch and refreshments, where provided.
- Guest speakers, where available.
- A physical or digital course attendance or completion certificate.

Course venues may vary and will be advertised or communicated to learners before the course.

Unless specifically stated otherwise, the following are not included in the standard classroom course fee:

- Learner accommodation.
- Breakfast and evening meals.
- Transport to and from the training venue.

- Visa fees or visa application costs.
- Travel insurance.
- Medical insurance.
- Flights or other travel costs.

Depending on the course location, accommodation, meals or transport may be available through Pivotal Protective Services Limited or third-party providers at an additional cost. Information regarding such arrangements will be provided where available.

Virtual or online course fees may include:

- Tuition by a specialist training consultant.
- Consultant preparation time.
- Course resources and materials.
- International peer networking opportunities.
- Guest speakers, where available.
- A digital course attendance or completion certificate.

5. Accommodation and Travel

Accommodation for classroom or in-person courses is not normally included and remains the responsibility of the learner unless specifically stated otherwise.

Where accommodation or meals are available, this information will be communicated to learners before or during the booking process. Any associated costs will be the responsibility of the learner unless expressly included within the course fee.

Unless otherwise stated, learners are responsible for arranging and paying for their own transport to and from the training venue and, where applicable, between their accommodation and the training venue.

Learners are responsible for ensuring that they have sufficient time to make all necessary travel arrangements.

6. Cancellations by Learners

If a reservation needs to be cancelled, notification must be provided in writing by email to enquiries@pivotalprotectiveservices.com.

The cancellation will take effect from the date on which the cancellation email is received.

Any deposit or payment already made will be credited against any applicable cancellation charge.

Cancellation charges will be calculated against the total course fee as follows:

- **25 or more working days before the course start date:** No cancellation charge. A full refund of amounts paid will be issued.
- **15–24 working days before the course start date:** A cancellation charge equivalent to 50% of the total course fee will apply.

- **14 working days or fewer before the course start date:** A cancellation charge equivalent to 100% of the total course fee will apply.
- **After the course has commenced:** No refund will be provided.

Where a cancellation charge exceeds the amount already paid, Pivotal Protective Services Limited reserves the right to invoice the learner or booking organisation for the outstanding balance.

Refunds, where due, will normally be issued using the original method of payment within 5 working days of agreement of the refund. Depending on the payment provider or financial institution, it may take longer for funds to appear in the recipient's account.

Where payment was made by credit or debit card, refunds can only normally be made to the original card or payment method.

7. Postponements, Deferrals and Failure to Attend

A learner who is unable to attend a course may request to defer their place to a future scheduled course date.

All requests for deferment must be made in writing and will be considered at the discretion of Pivotal Protective Services Limited.

Where a deferment is agreed, the following charges may apply:

- **25 or more working days before the course start date:** No charge.
- **15–24 working days before the course start date:** A charge equivalent to 20% of the total course fee.
- **5–14 working days before the course start date:** A charge equivalent to 50% of the total course fee.
- **Less than 5 working days before the course start date:** Deferment will not normally be permitted and the applicable cancellation terms will apply.

Any deferment charge must be paid within the payment terms stated on the relevant invoice.

If a learner fails to pay an applicable deferment charge within the required period, the deferment may be cancelled and the original booking treated as cancelled, with the relevant cancellation terms applying.

Learners may be required to confirm their attendance before the course start date. Where reasonable attempts to contact a learner have been unsuccessful, Pivotal Protective Services Limited reserves the right to defer the learner to a future course date.

Failure to attend a course without prior agreement may result in the learner forfeiting all course fees paid.

If a learner fails to attend on two consecutive scheduled dates to which they have been deferred, their booking may be cancelled without refund.

8. Cancellation, Amendment or Postponement by Pivotal Protective Services Limited

Pivotal Protective Services Limited reserves the right to amend, postpone, reschedule or cancel any course where reasonably necessary.

Where a course is cancelled or postponed by Pivotal Protective Services Limited, affected learners will normally be offered one of the following options:

1. Transfer to an alternative course date.
2. A full refund of course fees paid.
3. A credit note equal to the value of course fees paid, to be applied to a future course.

Pivotal Protective Services Limited will not normally be liable for consequential or indirect losses arising from a course amendment, postponement or cancellation, including travel, accommodation, visa or other personal or business expenses incurred by the learner.

Nothing in these Terms and Conditions affects any rights that cannot lawfully be excluded.

Pivotal Protective Services Limited will not be liable for any failure or delay resulting from circumstances beyond its reasonable control, including, but not limited to, severe weather, government action, strikes, civil unrest, war, transport disruption or the unavailability of personnel due to illness.

9. Substitution of Learners

A registered learner may be substituted by another individual from the same organisation, or personally known to them, subject to prior written notification and approval by Pivotal Protective Services Limited.

Substitution will normally be permitted at no additional charge, provided the substitute learner meets any applicable course requirements and the request is received before the course commences.

10. Customised and Group Courses

For organisations wishing to commission a customised, private or in-house training programme, the scope of services, deliverables, course content, dates and associated fees will be agreed separately in writing.

These Terms and Conditions will apply unless specifically superseded or modified by a separate written agreement.

11. Pre-Course Requirements

Prerequisite Qualifications

Unless otherwise stated in the relevant course description, there are no formal prerequisite qualifications required to attend an individual open course.

Language of Instruction

Unless otherwise stated, courses are conducted in English.

Learners are expected to have sufficient English language ability to understand, follow and participate fully in the course. An upper-intermediate or advanced level of English proficiency is generally recommended.

Where possible, Pivotal Protective Services Limited will make reasonable efforts to accommodate alternative language requirements for international group bookings.

Learner Numbers

Courses are subject to minimum and maximum learner numbers.

Unless otherwise stated:

- Virtual courses normally require a minimum of four learners.
- Classroom, in-person courses normally require a minimum of six learners.
- The maximum number of learners will normally be twelve.

Venue restrictions or operational requirements may affect these numbers.

Pivotal Protective Services Limited reserves the right to cancel, postpone or reschedule a course that does not meet the required minimum number of learners.

12. Learner Conduct and Course Participation

All learners are expected to conduct themselves professionally and respectfully throughout the duration of a course.

Pivotal Protective Services Limited reserves the right to remove a learner from a course, without refund, where their behaviour is considered disruptive, offensive, unsafe or otherwise incompatible with a professional and positive learning environment.

The decision of the training consultant or trainer regarding the immediate management of learner conduct will be final for the purposes of the course.

Full attendance and participation are expected.

Pivotal Protective Services Limited does not guarantee the issue of a course attendance or completion certificate where a learner has failed to attend or complete a substantial part of the programme.

13. Data Protection and Privacy

Pivotal Protective Services Limited processes personal data in accordance with applicable data protection legislation.

Personal information collected in connection with course enquiries, reservations and course delivery may be used to:

- Administer course reservations and payments.
- Communicate relevant course information.
- Issue joining instructions.
- Prepare and issue attendance or completion certificates.
- Make reasonable arrangements connected with the learner's participation in the course.

Further information is contained within our Privacy Policy.

Pivotal Protective Services Limited is registered with the Information Commissioner's Office.

14. Limitation of Liability

Pivotal Protective Services Limited's total liability to a learner or client organisation in respect of any claim arising under or in connection with a course or these Terms and Conditions shall not exceed the total course fees paid in respect of the relevant course.

Pivotal Protective Services Limited shall not be liable for indirect or consequential loss, including loss of profit, loss of business or loss of anticipated savings, where such liability may lawfully be excluded.

Nothing in these Terms and Conditions shall limit or exclude liability for:

- Death or personal injury caused by negligence.
- Fraud or fraudulent misrepresentation.
- Any other liability that cannot lawfully be excluded or limited.

15. Promotions and Discounts

Pivotal Protective Services Limited may, from time to time, offer promotions or discounts.

Unless otherwise expressly stated:

- Only one promotion or discount may be applied to a booking.
- Promotions and discounts cannot normally be combined.
- Certain courses may be excluded from promotional offers.
- Promotions are subject to availability.
- Pivotal Protective Services Limited reserves the right to withdraw or amend a promotion at any time before a booking is confirmed.
- Promotions and discounts have no cash equivalent.
- A promotion or discount cannot normally be applied retrospectively after its expiry date.

Where a learner transfers to a future course date and the original promotional or discounted rate is no longer available, Pivotal Protective Services Limited may require payment of the difference between the discounted price and the applicable course fee for the new course date.

16. Changes to Advertised Details

Pivotal Protective Services Limited reserves the right to make reasonable changes to course details, including the venue, course schedule, guest speakers and consultant trainers, where necessary.

Where a significant change is made, reasonable efforts will be made to notify affected learners as soon as practicable.

17. Intellectual Property and Copyright

All course materials, resources, presentations and other content supplied by Pivotal Protective Services Limited remain the intellectual property of Pivotal Protective Services Limited or the relevant rights holder.

Course materials are supplied for the personal or internal professional use of the registered learner or organisation only.

Copying, reproducing, distributing, publishing, sharing or commercially exploiting course materials without prior written permission is prohibited, except where permitted by law.

All rights are reserved.

18. Medical and Dietary Information

Learners, or the organisation making the reservation on their behalf, should notify Pivotal Protective Services Limited in writing of any relevant medical condition, disability, allergy or dietary requirement that may reasonably affect the learner's participation in the course or require reasonable consideration.

Any information provided will be handled in accordance with applicable data protection requirements and our Privacy Policy.

19. Visas, Passports and Travel Documentation

Visa and entry requirements vary between countries.

Obtaining any required visa, travel authorisation or other entry documentation is the sole responsibility of the learner.

Learners are responsible for ensuring that their passport and other travel documentation meet the requirements of the relevant authorities and that sufficient time is allowed for visa and travel arrangements.

Pivotal Protective Services Limited accepts no responsibility for a learner's inability to attend a course due to a failure to obtain the required travel documentation or permission to enter the relevant country.

The applicable cancellation terms will apply where a learner is unable to attend for these reasons.

20. Travel and Medical Insurance

Learners attending in-person courses are strongly advised to obtain appropriate travel and medical insurance.

Insurance should provide appropriate cover for travel to and from the course location, accommodation, medical treatment, cancellation and other relevant risks.

Obtaining appropriate insurance is the responsibility of the individual learner.

21. Views and Opinions

The views and opinions expressed by course tutors, consultants, guest speakers or attendees are their own and do not necessarily reflect the views or policies of Pivotal Protective Services Limited.

22. Amendments to These Terms and Conditions

Pivotal Protective Services Limited reserves the right to amend these Terms and Conditions from time to time.

The version of the Terms and Conditions in force at the time a learner's reservation is confirmed will normally apply to that reservation.

Updated Terms and Conditions will be published on our website.

23. Governing Law and Jurisdiction

These Terms and Conditions, and any dispute or claim arising out of or in connection with them or their subject matter or formation, including non-contractual disputes or claims, shall be governed by and construed in accordance with the laws of England and Wales.

The parties agree that the courts of England and Wales shall have jurisdiction to settle any dispute or claim arising out of or in connection with these Terms and Conditions.

Where appropriate, Pivotal Protective Services Limited will seek to resolve any dispute amicably before formal legal proceedings are commenced.

Last updated: June 2026

Pivotal Protective Services Limited

Company No. 10281601

Registered in England and Wales