



Terms & Conditions

Who We Are

We are Pivotal Protective Services Limited; a consulting company registered in England and Wales with company number 10281601.

Our registered website address is: <http://pivotalprotectiveservices.com>

Enquiries

Classroom in-person course venues may vary and information concerning accommodation, meals and transport will be made available on our website or upon enquiry.

Reservations

Reservations should be made by via the Pivotal Protective Services Limited website.

Payment

On confirmation of reservation, an invoice will be issued for which full payment will be due. Payment details and any applicable deadlines will be specified on the issued invoice. All payments must be made in GBP.

Ordinarily, payment should be made upon receipt of an invoice and at least one month prior to the course start date. Course Joining Instructions will not be released, or learners permitted to join the course unless full payment has been received.

Virtual (online) course fees are subject to UK Value Added Tax (VAT) at the prevailing standard rate (currently 20%). Classroom, in-person courses delivered outside of the UK are exempt from UK VAT requirements.

Course Fees

Upon receipt of payment, necessary pre-course registration information will be sent to confirmed learners prior to the start date.

Classroom in-person course fees will ordinarily include the following:

- Tuition by a specialist training consultant
- Consultant's preparation time
- Course venue and facilities
- Course resources and materials
- Light refreshments
- Guest speaker, when available
- Physical or digital course certificates

The following services are not included in the classroom in-person course fee but, depending on the course location, may be available upon request for an additional preferential charge.

- Learner accommodation
- Meals
- Transport to and from training venue

Virtual (online) courses will include the following:

- Tuition by a specialist training consultant
- Consultant's preparation time
- Course Resources
- Guest speaker, when available
- Digital course certificates

Accommodation

Accommodation for classroom in-person courses is not normally provided and is the responsibility of the learner. Where accommodation and meals are available, such information will be communicated to learners in advance of reservation and will be at their own expense. We will always attempt to gain favourable, discounted rates for learners.

Unless otherwise stated, for classroom in-person courses, transport to and from the training venue and to and from the accommodation each day (if different) will be the responsibility of learners.

Cancellations

Should a reservation need to be cancelled, please email:

enquiries@pivotalprotectiveservices.com stating your name and the name and email of the learner if different, the invoice number, and reason for refund. The cancellation process will only take effect from the date the email is received.

Refunds will be issued using the same method as the payment, within 5 working days and may take up to 15 working days to show in your account. Please note that credit card refunds can only be made to the same card as the payment.

Full refunds will only be provided if the course is cancelled 25 or more working days before the start of the course.

Cancellation charges will be applied to the full invoiced amount as follows (these are working days):

- More than 25 days prior to course start date: no charge
- 15-24 days prior to course start date: 50% of course fee
- 14 days or less prior to course start date: 100% of course fee
- No refund will be considered post-course start date
- If a learner fails to attend on two consecutive scheduled dates, their booking will be cancelled without refund

Postponements and No-Shows

- Learners who have not confirmed attendance within five working days before the course start date will be automatically deferred to a following scheduled date.
- If a course has other confirmed learners, the unconfirmed learner will instead be deferred to the next available date.
- If a learner fails to attend on two consecutive scheduled dates, their booking will be cancelled without refund.

Pivotal Protective Services Limited reserves the right to amend, postpone, or cancel any course at any time. In such cases, registered learners will 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 of equivalent value to be applied to a future course

Pivotal Protective Services Limited shall not be liable for any consequential, indirect, or incidental personal or corporate losses arising from such

amendments or cancellations, including but not limited to travel, accommodation or refreshment allowances incurred by the learner.

Pivotal Protective Services Limited holds no liability for any consequence of force majeure including, but not limited to, severe weather, acts of Government, strikes, war, civil unrest, transport delays, or unavailability of personnel due to illness.

Deferring to a future course

Should a learner need to defer their place on a course to a later date an invoice for the following amounts will be sent to the booker/learner for immediate payment. If not paid within the terms of the invoice, the deferment will be deemed a cancellation of the original booking, and the cancellation charges will come into effect.

Deferment charges:

- More than 25 days prior to course start date: No charge
- 15-24 days prior to course start date: 20% of course fee
- 5-14 days prior to course start date: 50% of course fee
- Less than 5 days to the course start date, no refund.

Customised Group Courses

For organisations wishing to commission a customised or in-house training programme, the scope of services, deliverables, and associated fees will be agreed in writing as part of a specific bespoke agreement between Pivotal Protective Services Limited and the client organisation. These Terms and Conditions apply to the extent that they are not superseded or modified by such a bespoke agreement.

Substitution Learner

A registered learner may be substituted by another individual from the same organisation at any time and at no additional cost. Substitution requests must be made in writing prior and agreed to by the course start date.

Pre-Course Requirements

Prerequisite Qualifications –

There is no formal prerequisite qualifications required to attend individual open courses, unless otherwise stated in the course description.

Language of Instruction –

Unless otherwise stated, all courses are conducted in English. Pivotal Protective Services Limited assumes that all learners have a sufficient level of English to follow and participate in the course with an upper-intermediate or advanced

English proficiency. If you have any questions about language requirements, please contact us prior to registering. We will always make reasonable efforts to accommodate alternative languages with International group reservations.

Learner Numbers –

In the interest of providing a positive learning experience, courses are subject to minimum numbers of learners being four for virtual and six classroom in-person, with a maximum of twelve in both. Any variation will be communicated to learners at the point of enquiry or registration. Pivotal Protective Services Limited reserves the right to cancel or reschedule a course that does not meet the minimum required number of learners.

Learner Conduct and Course Participation

Professional Conduct –

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, if their behaviour is deemed disruptive, offensive, or otherwise incompatible with a safe and positive learning environment. The decision to remove a student will be made by the training consultant/trainer and will not be negotiable.

Attendance –

Full attendance for the duration of the course is expected in order to receive a certificate of completion. Pivotal Protective Services Limited does not guarantee the issuance of a certificate where a learner has not completed the full programme.

Data Protection and Privacy

Pivotal Protective Services Limited processes personal data in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Personal data collected in connection with course registration and delivery will be used to administer reservations, issue certificates, provide pre-arrival documentation, and communicate relevant course information.

Pivotal Protective Services Limited is registered with the Information Commissioner's Office (ICO 43750488).

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 these Terms and Conditions shall not exceed the total course fees paid by the learner or client for the relevant course.

Pivotal Protective Services Limited shall not be liable for any indirect, consequential, or special loss or damage, including loss of profit, loss of business, or loss of anticipated savings, even if advised of the possibility of such loss.

Nothing in these Terms and Conditions shall limit or exclude Pivotal Protective Services Limited's liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be excluded by law.

Promotions and Discounts

From time-to-time Pivotal Protective Services Limited will run promotions and discounts. Only one promotion or discount can be used per booking. A promotion may not be used in combination with other promotions or discounts, including membership discounts from third parties.

From time-to-time certain courses may be excluded from promotions or discounts and any such exclusion will be notified to you on the Website.

Excluded products will not count towards any qualifying conditions for offers and will not benefit from any promotional discount.

All promotions are subject to availability. We reserve the right to end a promotion or discount at any time. Promotions or discounts cannot be applied to a booking once the offer expiry date has been surpassed.

Promotions/discounts cannot be exchanged for monetary value.

If a discount has been applied to a course booking on a specific date and the learner is unable to attend, the discount is non-transferable to future courses. Should the learner transfer to a future course the difference in cost will be invoiced.

Changes to advertised details

Pivotal Protective Services Limited reserves the right to change the venue / speakers / consultant trainers at any time, with or without notice.

Copyright

All course material is the copyright and intellectual property of Pivotal Protective Services Limited. We reserve all rights.

Medical

Each learner or learner company must inform us in writing of any medical condition which may affect the learner or others (e.g. epilepsy, diabetes, food

allergies etc.),). We will keep such information in confidence, as per our Privacy Policy.

Contract

Our contract with you is made under English law and any dispute will be dealt with in the English courts if alternative dispute resolution procedures fail or we cannot resolve the matter amicably; resolution will always be our first option.

Views and opinions

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

Sales and promotions

There is no cash equivalent to offers and sales promotions. We reserve the right to withdraw, or change offers at any time. There are limited places on training courses, so we offer a first come, first served basis. Only one discount promotion can be used in a transaction. All rights reserved.

Amendments to Terms and Conditions

Pivotal Protective Services Limited reserves the right to amend these Terms and Conditions at any time. The version in force at the time of reservation confirmation shall govern the relevant reservation. Updated Terms and Conditions will be published on our website.

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.

Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms and Conditions.

Last updated: April 2026

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