



Terms and Conditions – Booking, Payment, and Cancellation Policy

Acceptance of Terms

By booking our services, the client agrees to abide by the terms and conditions outlined below. These terms apply to all bookings unless otherwise agreed upon in writing.

Amendments to Terms

We reserve the right to amend these terms and conditions, as necessary. Any updates will be communicated prior to implementation.

Force Majeure

Training for Reality Ltd is not liable for cancellations due to circumstances beyond our control, such as natural disasters, acts of terrorism, or other unforeseen events (force majeure).

In such cases, our normal cancellation terms will apply.

Liability and Insurance

We shall not be liable for any indirect, consequential, or incidental damages arising from the use of our services. Liability is limited to the amount paid for the booking.

Training for Reality holds a Certificate of Public and Products liability insurance, to the value of £2,000,000 and a Certificate of Professional Indemnity Insurance to the value of £1,000,000.

Both certificates are available to view, on request.



Client Responsibilities

The client must provide accurate information and fulfil any agreed-upon obligations, e.g. preparing any necessary materials, facilitating safe and timely access to venues, ensuring attendance of staff and providing suitable IT services for our delivery (if this has been agreed). We cannot be held responsible for any failure on the part of the client, which results in us being unable to deliver our service.

Non-compliance may not result in cancellation of training but may impact the quality of the service we are able to provide, and for which we cannot be held responsible.

Intellectual Property

All training materials, frameworks, and methodologies remain the property of Training for Reality. Clients may not reproduce, distribute, or adapt materials without written permission.

Governing Law

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

Privacy and Data Protection

All client information is securely managed in accordance with UK GDPR guidelines and our GDPR/Privacy policy.



Cancellation & Rescheduling Terms

Client Cancellation

To provide the highest level of service, we limit the number of clients we take on.

We understand that plans can change. However, because we reserve your date and turn down other work to commit to your training, the following charges apply to cancellations:

- Notice Given (30+ days) - No cancellation charge applies (Includes a 100% refund of any deposit)
- Notice Given (14 to 30 days) - A cancellation charge equivalent to 50% of the session fee applies.
- **Notice Given (Less than 14 days) - A cancellation charge equivalent to 100% of the session fee applies.**

We appreciate your understanding in helping us maintain a sustainable and focused training schedule.

Trainer Cancellation

While we make every effort to run all scheduled sessions, Training for Reality reserves the right to cancel training due to unforeseen circumstances, e.g. instructor illness or emergencies.

In the event of a provider-led cancellation, clients will be offered:

- A priority transfer to the next available date,
- A full 100% refund of all fees paid for that session.

Training for Reality is not liable for any secondary costs incurred, such as delegate travel or accommodation, though we aim to provide a minimum of 24 hours' notice, wherever possible.



Booking Definitions

Full Day Session: A training session lasting up to 7 hours. Standard rate: £875.

Half-Day Session: A training session lasting up to 4 hours. Standard rate: £450.

Hourly-rate: The amount charged for 1 hour, or any part of that hour beyond the first 15 minutes. Standard rate: £150.

Session Bundle: A pre-agreed number of sessions purchased in advance, under a tiered discount structure. Usually made up of half or full day sessions.

Mixed session bundle: A pre-agreed number of sessions purchased in advance, under a tiered discount structure. Made up of a mix of half and full day sessions.

POA - Some more specialised courses, training programmes, or professional services such as premises - physical penetration testing, will be priced on application (POA) and this will be made clear to clients during pre-booking discussions.

Client: The organisation or individual purchasing training services from Training for Reality.

'Us' or 'We' – Refers to Training for Reality

Tiered Pricing Structure

Training for Reality are pleased to offer substantial discounts to recognise customer loyalty and commitment to securing training dates with us.

Discounts apply based on the total number of sessions (full day, half day, or a mix), purchased within a single bundle.

Other VIP discounts and offers may apply throughout the year. They will be notified to clients when available.



Bundle Size - Discount rates

1 - 3 sessions	0%
4 - 9 sessions	5%
10 - 19 sessions	10%
20+ sessions	15%

Mixed Session Bundles

Where a bundle includes both full and half day sessions, each session is priced at its standard rate before the relevant bundle discount is applied to the total.

Session Substitution

Full and half day sessions cannot be substituted for one another, once the bundle is agreed.

Bundle booking - Conditions

Commitment to Bundle Size - The discount tier is based on the number of sessions committed to at the point of booking.

If the client reduces the number of sessions after booking, Training for Reality reserves the right to; recalculate the total cost at the correct tier, or charge sessions already delivered at the undiscounted rate.

Validity Period - Bundles must be used within 12 months of the agreement date unless otherwise agreed.

Payment Terms

- Payment is due within 14 days of the invoice date, unless an alternative arrangement has been agreed upon in writing prior to the booking.
- Clients can choose to pay all costs upfront, an agreed percentage upfront, or choose to be billed after each session.
- Training for Reality are committed to payment flexibility for each client.



Please note - Training for Reality is not VAT registered.

Payment method

All payments should be made via BACS transfer. Banking details will be included in the client invoice.

Excluded Costs

The following costs are *not* included in the session rates or bundle pricing, and will be discussed, agreed, and invoiced separately, (if applicable):

- Car travel beyond 50 miles from Training for Reality's registered business address at the time of booking. Charged at £0.45 pence per mile.
- Accommodation (if required when travelling a distance to the client venue, for early starts, or multi-day delivery).
- Train travel.
- Air fares.
- Taxi fares.
- Parking charges (if required and if on-site parking is not available).
- Where overnight stays or extended on-site delivery require the trainer to purchase meals or refreshments, these will be charged at cost. This ensures we can deliver full day training without compromising quality or wellbeing.
- Venue and/or equipment hire.
- Specialist equipment or materials.
- Printing of participant workbooks, or handouts.
- Any additional services not mentioned here but requested by the client.



Overdue payments

In the event of overdue payment, we reserve the right to charge statutory interest and debt recovery compensation, as set out in the *Late Payment of Commercial Debts Act, 1998*.

Failure to pay within the specified time limit may result in additional charges or suspension of services.

A late fee of 1.5% per month will be applied to all outstanding invoice balances not paid within 14 days of the invoice due date.

Any non-refundable expenses incurred by Training for Reality on behalf of the client, (such as travel or accommodation) will remain payable in full.

Booking confirmation

Once you have decided to proceed, we'll issue a booking confirmation and deposit invoice (if applicable).

Once the training session or training bundle is booked, we'll schedule your sessions and begin tailoring the content to your requirements.

We will keep in regular communication with the point of contact identified by the client, and we encourage and welcome questions at any stage.

Please contact us at: garth@training4reality.co.uk

Garth

Garth Stinson

Founder and Director

Training for Reality