

DPTrainingUK Policy Document:

- **Terms & Conditions of Service**
- Policy Number: **DPTrainingUK-P9-TCS-V2**
- Policy Date: **27/02/2026**
- Review Date: **02/2027**

What This Policy is About: The terms and conditions that govern the booking, delivery, and cancellation of all DPTTrainingUK training courses.

Who it Applies to: All clients, delegates, and booking organisations engaging DPTTrainingUK for private or public training courses.

Key Message: Booking a DPTTrainingUK course constitutes acceptance of these terms. Please read them carefully before confirming your booking.

If you have Any Questions: Contact Matt ILOTT at matt@DPTrainingUK.com or call +44 (0)7921 769868



Plain-English Summary; What You Need to Know

- **Cancellation:** More than 6 weeks' notice, full refund. 3–6 weeks' notice, 75% charge applies. Less than 3 weeks' notice, no refund. For Public Course Delegates, you may substitute another delegate at any time before the course starts.
- **What's included:** All training materials, equipment, and certification are included in the public course fee (certification costs are noted per course for private courses). Travel to and from the venue is not included.
- **Photos & marketing:** By agreeing to these T&Cs you consent to photographs being taken during the course for marketing use. If you would prefer not to be photographed, please let your trainer know at the start of the day.
- **Complaints:** If something isn't right, please speak to your trainer on the day. For formal complaints, contact Matt Ilott at matt@DPTrainingUK.com within 8 weeks of your course date.
- **Your data:** We collect and store your personal data securely for up to 5 years as required by our awarding organisations. You can request, correct, or ask us to delete your data at any time.
- **Our Policies:** Full details of all our policies can be found at www.DPTrainingUK.com/resources/policies.

Terms and Conditions of Service

1. Interpretation

- 1.1. **"Services"** – Services provided, including Training Programmes, Experiences and Consultation, detailed in Schedule of Services: Part 1, for individuals, organisations, corporate groups and educational establishments.
- 1.2. **"Client"** – The Individual, Organisation, Corporate Group or Educational Establishment doing business with the Company and acting on behalf of the Delegates and whose details are given in Schedule of Services: Part 2
- 1.3. **"DPTrainingUK"** – Different Perspective Training Ltd. (Registered # 10843621) of Registered Office; The Old Barn, Eddington Hill, Hungerford, Berkshire, RG17 0HA
- 1.4. **"Conditions"** – The terms and conditions set out in this document including the Schedule of Services.
- 1.5. **"Delegates"** – The participants listed in Schedule of Services: Part 2 that are engaged in the services detailed in Schedule of Services: Part 1

2. Application of Terms & Conditions

- 2.1. The Conditions will come into existence as soon as the Company issue a Confirmation Invoice and shall continue until the Services have concluded but such expiry shall not affect accrued rights and liabilities of the parties and shall not affect any continuing obligations of the parties under these Conditions.
- 2.2. Any application by a Client to take part in the Services provided by DPTTrainingUK shall be accepted entirely at the discretion of DPTTrainingUK and if so accepted will only be accepted upon these Conditions.
- 2.3. No modification of the Conditions shall be binding on DPTTrainingUK unless in writing and signed by a director of DPTTrainingUK.
- 2.4. The Client acknowledges that there are no representations outside the Conditions, which have induced it to enter this contract with DPTTrainingUK.
- 2.5. Any typographical, clerical or other error or omission in any sales literature, quotation, price list, acceptance of offer, invoice or other document or information issued by DPTTrainingUK shall be subject to correction without any liability on the part of DPTTrainingUK.

3. Course Standards

- 3.1. All DPTrainingUK Services are delivered to United Kingdom standards unless agreed otherwise in writing on the Proposal and Confirmation of Services. It is the responsibility of the Client to ensure that the Services are suitable for their purposes and the purposes of the Delegates, for the jurisdiction in which the skills and knowledge learned through the provision of these Services will be utilised.

4. Health & Safety

- 4.1. All DPTrainingUK Services involve practical elements, whether bending and lifting, active first aid or working outside on rough or uneven terrain. Delegates are responsible for operating within their abilities and taking care of their health and safety. It is the Delegates responsibility to inform the DPTrainingUK trainer of any medical or other issues that may affect their active participation and therefore require special consideration.
- 4.2. Clients and Delegates are to be aware that all outdoor activities are potentially hazardous and that they will be obligated to abide by any safety instructions provided as part of the delivery of DPTrainingUK Services. It is the Delegates responsibility to inform the DPTrainingUK Trainer should any issues arise during the delivery of DPTrainingUK Services.

5. Assessment

- 5.1. Assessment of skills and competencies is carried through Continuous Assessment, constant observation and development. Where DPTrainingUK Trainers note areas that require development, they will provide opportunities to refresh, practise and reassess. This method of Continuous Assessment is used to increase confidence and a solid skills base throughout the delivery of all Services. This ensures that Delegates leave feeling fully empowered, able and willing to use the skills learned to deal with situations that arise wherever they may be.
- 5.2. Throughout these assessed courses Delegates will be expected to engage with this process of practical assessment. Should Delegates have concerns regarding practical assessment and would like a copy of the assessment criteria, one can be provided in advance of the commencement of Services.
- 5.3. Certain qualifications additionally require a formal written assessment component, typically delivered as a Multiple-Choice Questionnaire (MCQ). Where this applies, delegates will be informed in advance via the Course Joining Instructions. DPTrainingUK Trainers will provide structured support throughout the course to ensure delegates are well prepared and have every opportunity to demonstrate their knowledge and meet the assessment standard.

6. Costs and Payment

- 6.1. Quotations are valid for 30 days from date of the quotation, typically provided by DPTrainingUK in the form of a formal Proposal. The cost for Services must be paid as per the payment terms set out in Schedule of Services: Part 4.
- 6.2. Payment by the Client for the Services shall be made as set out in Schedule of Services: Part 4.
- 6.3. The total cost of the Services as detailed in Schedule of Services: Part 1 shall cover all aspects of the Services provided by DPTrainingUK including the cost of administration, documentation, use of equipment, aide-memoires, use of training materials during the provision of these Services and issue of certification except those specifically excluded in Schedule of Services: Part 3.
- 6.4. Service fees at a DPTrainingUK venue will include light refreshments, however DPTrainingUK is not responsible for the following and are excluded in every case:
 - 6.4.1. Cost of transporting Delegates to and from the venue (unless otherwise stated).
 - 6.4.2. Cost of transporting Delegates to and from arranged accommodation and the venue (unless otherwise stated).
 - 6.4.3. Cost of providing In-house facilities.

7. Changes to Bookings

- 7.1. DPTrainingUK will always endeavour to avoid having to change the provision of any Services, but DPTrainingUK reserves the right to alter or omit or make changes for any reason which DPTrainingUK in its absolute discretion shall consider to be just and reasonable.
- 7.2. DPTrainingUK reserves the right to postpone or cancel any Service for any reason without any liability to the Client including any consequential losses. Cancellation by DPTrainingUK of part of the Services shall not entitle the Client to cancel any other part of the Services. If cancellation by DPTrainingUK becomes necessary, as much notice as possible will be given and the following concessions offered:
 - 7.3. A full refund if the Services have not yet commenced.
 - 7.4. A proportionate refund if the Services have commenced but are not yet complete.
 - 7.5. An alternative date to commence or complete the Services as appropriate to the circumstances.
 - 7.6. Should the Client request a postponement of Services, in writing, to a new date with appropriate notice (no less than 21 days), payment of invoice will be due in accordance with dates and terms on original Confirmation Invoice.

- 7.7. Should the Client request a postponement of Services, in writing, to a new date with less than 21 days' notice, payment of invoice will be due in accordance with dates and terms on original Confirmation Invoice and the Client will be subject to an additional administration fee, 25% of Confirmation Invoice.
- 7.8. Any further cancellation or postponement to these Services as requested by the Client will be considered by DPTrainingUK as a wholly new contract and the Client would be subject to a 100% Cancellation fee, irrespective of the amount of prior notice given.
- 7.9. The Client will be liable for any costs incurred by DPTrainingUK due to this postponement. These costs include but not limited to any venue, accommodation, transport, flights, visas, subcontractor costs associated with the contract, in which case the client will be responsible for payment of those costs and agrees to indemnify DPTrainingUK against any such costs.
- 7.10. The Client will be responsible for any costs incurred by DPTrainingUK due to alterations in Delegate numbers by the Client.

8. Cancellation Charges

- 8.1. Upon cancellation of Services the Client may still be liable for payment of Services, either in part or in full, as outlined in Schedule of Services: Part 5.

9. Delayed Payment or Payment Default

- 9.1. Where the Client falls outside the definition of "small business" under the Late Payment of Commercial Debts (Interest) Act ("the Act"), DPTrainingUK shall be entitled to charge the Client interest on the amount unpaid at the statutory rate provided by the Act and in other cases charge the Client interest (before as well as after judgment) on the amount unpaid at the rate of 4% over the base rate of Barclays Bank PLC from time to time and shall accrue on a daily basis.
- 9.2. Time of payment shall be of the essence of the contract and the failure of the Client to pay any part of any invoice in due time shall entitle DPTrainingUK to cancel the Services and to recover damages for breach of contract by the Client. Such damages shall include, without limitation, any bank charges or other costs or expenses incurred directly or indirectly in connection with the Client's failure to pay on the due date as well as any consequential costs incurred by DPTrainingUK including but not limited to flights, other transport arrangements, accommodation, and equipment costs. DPTrainingUK shall have authority to re-allocate the Course without prejudice to any of its other remedies.
- 9.3. The Client waives all and any future claims and rights of set off against any payment due by the Client under these Conditions and agrees to pay any amounts due regardless of any equity, set off or crossclaim on the part of the Client against DPTrainingUK.
- 9.4. The rights of DPTrainingUK under this Clause 9 are cumulative and not alternative and any waiver by DPTrainingUK of any of its rights shall be without prejudice to any other rights hereunder.

10. Failure to Attend

- 10.1. Any Delegate that fails to attend any Service provision or any part of any Service provision on which a place has been reserved, fees in respect of that Delegate will be payable in full.
- 10.2. If the Services on which a place has been reserved for a Delegate has not yet commenced, a substitute Delegate may be nominated for the duration of the Services.
- 10.3. If the Services on which a place has been reserved for a Delegates has commenced but for exceptional reasons the Delegate has not been able to complete the full programme of Services, an alternative date will be offered to enable the Delegate to complete the remaining part of the course. The Client will be liable for any additional costs incurred by DPTrainingUK for these alternative arrangements. Exceptional reasons include illness supported by a doctor's report or self-certification or compassionate grounds. At the discretion of the DPTrainingUK Director, if an insufficient number of Delegates attend any one day, the course or part of the course may be postponed or cancelled in accordance with Clauses 7 & 8. Attendance at all parts of a Service programme are mandatory for certification to be issued.

11. Refusal of Admission

- 11.1. In all cases, Delegates must comply with the course pre-entry qualification requirements, as exceptions to these standards will not be made. The Client shall use its best endeavours to ensure that all Delegates read and study in advance, any information made available to the Client or Delegates by DPTrainingUK regarding preparations for the Services to be provided. The Client shall use its best endeavours to make Delegates aware that they are expected to follow the instructions given in such advance information.
- 11.2. Delegates should wear practical clothing during the course and be willing to participate in physical activity which may include but will not be limited to carrying stretching, bending down, crouching, and physical contact between themselves and other Delegates or Trainers. If DPTrainingUK in its absolute discretion considers the conduct or dress of any Delegate seeking admission to or participation in the whole or part of the Services is likely to cause risk to the

welfare, safety or conduct of that Delegate or any other Delegate, then DPTrainingUK shall have the right in its absolute discretion to refuse such admission or participation by such Delegates without having to give detailed reasons.

- 11.3. If a Delegate's conduct whilst participating in the whole or part of the Services is such that in its absolute discretion DPTrainingUK believes it is likely to cause risk to the welfare, safety or conduct of others participating in the whole or part of the Services, then DPTrainingUK may require the Delegate to retire from the Services provided and in such circumstances the Client will be responsible for any additional costs incurred by DPTrainingUK in returning the Delegate to the UK return point.
- 11.4. The Client shall ensure that medical form and Parental consent forms (under 18s only) are completed and submitted to DPTrainingUK prior to the Delegates engagement in the Services. DPTrainingUK shall have the right in its absolute discretion to refuse such admission or participation by such Delegates that do not have appropriate permission or medical forms.
- 11.5. To fully partake in the provision of certain Services, Delegates must not suffer from any medical or other condition which would restrict their ability to undertake practical work which can be an essential part of the Service programme. If, despite reasonable adjustments, a Delegate is considered unsuitable on Health and Safety grounds, in the opinion of a DPTrainingUK director, with due consultation the Delegate may be asked to leave the course. In this event, DPTrainingUK reserves the right to retain the fee or a proportion of the fee for that Delegate.

12. Force Majeure

- 12.1. DPTrainingUK shall not be liable to the Client for any loss suffered by the Client if the provision of the Services is prevented, restricted, hindered or delayed by reason of any circumstances outside the control of DPTrainingUK including weather and without limitation labour disputes, strike, lock-out or shortage of materials or labour. In such circumstances non-performance, part-performance, or delay in performance of the obligations of DPTrainingUK shall not entitle the Client to claim damages of any kind whether direct, indirect or consequential.

13. Limitation of Liability & Complaints

- 13.1. In arranging for any part of the Services to be delivered by a third party DPTrainingUK acts as the agent of the Client and no liability to any third party or to the Client of any kind whatsoever shall attach to DPTrainingUK in connection with or arising from the arrangements between the Client and the third party. The Client shall indemnify DPTrainingUK against any claim made by such third party.
- 13.2. In respect of Services provided by a third party under the Conditions DPTrainingUK shall, at the request of the Client, give reasonable assistance to the Client to pursue any claim against such third party, save that DPTrainingUK shall not be obliged to pursue any third party if this involves legal or other professional expenses, court or arbitration proceedings, unless the Client agrees to fully and effectively indemnify DPTrainingUK against all costs and expenses in respect thereof including the cost of involvement of DPTrainingUK staff in connection with pursuing a claim.
- 13.3. Except in respect of death or personal injury caused by the negligence of DPTrainingUK the Liability of DPTrainingUK to the Client for any consequential (whether direct or indirect) loss or damage, costs, expenses or other claims for consequential compensation whatsoever (and whether caused by the negligence of DPTrainingUK, its employees or agents or otherwise) which arises out of or in connection with the provision of Services, shall be limited to the amount that DPTrainingUK has charged for the part of the Services in relation to the particular event giving rise to the liability.
- 13.4. The Client shall be responsible and shall fully indemnify DPTrainingUK for any damage intentionally or negligently caused by the Client, its sub-contractors, agents, guests, or the Delegates to any property of DPTrainingUK or venue being used by the Client. Should any such damage occur DPTrainingUK will specify, in writing, the damage and cost of repairs and the Client shall, within 7 days of the date of DPTrainingUK's letter, pay to DPTrainingUK the sum required to rectify the damage caused.
- 13.5. If the Client or a Delegate is not satisfied with the Services provided by DPTrainingUK, such dissatisfaction must be communicated without delay in writing to DPTrainingUK's place of business or if this is not practical to the employee or third party appointed by DPTrainingUK to provide the Services and DPTrainingUK will take all steps reasonable in the circumstances to remedy the situation. If provision of the Services has been completed complaints must be communicated to DPTrainingUK in writing to DPTrainingUK's place of business within 8 weeks of completion of the Services, in accordance with DPTrainingUK Policy 5 – Appeals, Complaints, Conflicts of Interest, Malpractice and Misconduct Policy.

14. Property of DPTrainingUK

- 14.1. Any equipment, goods or training materials supplied by DPTrainingUK remain the property of DPTrainingUK, apart from free issue course notes and other such material, which will be clearly identified. All such material is copyright and no copying or publishing of any part of it is permitted without the written permission of DPTrainingUK.

DPTrainingUK Intellectual Property will remain the sole property of DPTTrainingUK and will not pass to the Client or Delegates.

15. Insurance

- 15.1. DPTTrainingUK carries public liability insurance to a limit of £5,000,000.00 for any one incident. All property provided by and used by DPTTrainingUK during the provision of Services is insured against accidental (but not deliberate) damage. The Client is required to ensure any equipment provided for In-house service provision against accidental or deliberate damage.

16. Amendment

- 16.1. No relaxation or indulgence, which, DPTTrainingUK may from time to time or at any time extend to the Client, shall in any way prejudice or act as a waiver of DPTTrainingUK's rights hereunder.
- 16.2. DPTTrainingUK reserves the right to amend these Conditions without prior notification. Any alterations, modifications or extensions affecting the above clauses shall not be valid unless agreed by DPTTrainingUK and acknowledged in writing.

17. Notices

- 17.1. Any notice to be given by either party to the other under these Conditions shall be in writing addressed to that other party at its principal place of business or registered office or such other address as has been notified to the party giving the notice and shall be deemed to be duly served on the day after being posted if being sent by first class pre-paid post or on the day received by means of email in permanent written form.

18. Data Protection

- 18.1. DPTTrainingUK is registered with the Information Commissioners Office (reg# ZA288540) as a Data Controller and Processor under the Data Protection Act 2018, UK General Data Protection Regulation (UK GDPR), and the Data (Use & Access) Act 2025, and complies with the principles governing the collection, storage, retention, destruction, and access of personal data as set out by this legislation.

19. Imagery & Testimonials

- 19.1. By agreeing to these terms and conditions, the Client and Delegates consent (unless the contrary is indicated at point of sale) to:
- 19.1.1. DPTTrainingUK staff taking photographs and/or video footage during the course, which may be used for general marketing, publicity, and training purposes.
- 19.1.2. The use of the Client's corporate/ organisation/ group name and logo for general marketing, publicity, and training purposes.
- 19.1.3. The use of any testimonial or feedback provided relating to the course for general marketing, publicity, and training purposes.

20. Severability

- 20.1. If any provision of these Conditions is held by any competent authority to be invalid or unenforceable in whole or in part, the validity of the remaining provisions shall not be affected.

21. Law

- 21.1. These Conditions shall be governed by and interpreted in accordance with English law and the parties hereby submit to the exclusive jurisdiction of the English Courts.

Different Perspective Training Ltd.

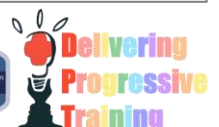
Registered Company Office: The Old Barn,
Eddington Hill, Hungerford, Berkshire, RG17 0HA UK
Website: www.DPTrainingUK.com

Registered Company #: 10843621

Director & Lead Facilitator: Mr Matthew ILOTT

Email: matt@DPTrainingUK.com

Contact: 01488 685497 | 07921 769868



Schedule of Services

Part 1 - Description of Services

Training Programme: As per Confirmation of Services Document or Open Course Delegate Ticket/ Confirmation email
Date: As per Confirmation of Services Document or Open Course Delegate Ticket/ Confirmation email
Venue: As per Confirmation of Services Document or Agreed Open Course Venue

Part 2 - Client & Delegate Details

Client: As per Confirmation of Services Document or Open Course Delegate Ticket/ Confirmation email
Address: As per Confirmation of Services Document or Open Course Delegate Ticket/ Confirmation email
Client Contact: As per Confirmation of Services Document or Open Course Delegate Ticket/ Confirmation email
Tel: As per Confirmation of Services Document or Open Course Delegate Ticket/ Confirmation email
Delegate: As per Confirmation of Services Document or Open Course Delegate Ticket/ Confirmation email
Number of Delegates: As per Confirmation of Services Document or Open Course Delegate Ticket/ Confirmation email

Part 3 - Cost

Cost: As per Confirmation of Services Document or Open Course Delegate Ticket/ Confirmation email

Part 4 - Payment Terms

Service Costs: Full payment must be made by the Client, or on behalf of the Client, to DPTrainingUK prior to the course as per the Confirmation Invoice raised by DPTrainingUK, or on behalf of DPTrainingUK and received by the Client.
Additional Costs: Full payment must be made by the Client, or on behalf of the Client, to DPTrainingUK within 30 days of Invoice Date as per the terms outlined in the Additional Costs Invoice raised by DPTrainingUK, or on behalf of DPTrainingUK and received by the Client.

Part 5 - Cancellation Charges

Advanced Notice: Should the Services be cancelled by the Client, in writing, more than 6 weeks (42 days' notice), prior to the engagement of these contracted Services; the Client will be eligible for a full refund, less any costs incurred by DPTrainingUK. These costs include, but not limited to any venue, accommodation, transport, flights, visas, subcontractor costs associated with this contract, in which case the Client will be responsible for payment of those costs and agrees to indemnify DPTrainingUK against any such costs.
Limited Notice: Should the Services be cancelled by the Client in writing, 3-6 weeks before (22-41 days' notice) the engagement of Services; the Client shall remain liable for 75% costs of the Services as per agreement at point of sale. These costs include, but not limited to any venue, accommodation, transport, flights, visas, subcontractor costs associated with this contract, in which case the Client will be responsible for payment of those costs and agrees to indemnify DPTrainingUK against any such costs.
Negligible Notice: Should the Services be cancelled by the Client in writing, with less than 3 weeks before (21 days' notice) the engagement of Services, the Client shall not be liable for any refund and full cancellation charge of 100% will be applied.
Individual: Should individual participants on private courses cancel before or during the provision of Services; the client will be held liable to pay the Company, all Costs as detailed in this Schedule of Services Part 3 that may already have been incurred by the individual.
Public Course Bookings: Should public course participants cancel before the provision of Services; full refund if cancelled more than 42 days before the course date; 75% refund within 22–41 days; no refund within 21 days, though a substitute delegate may attend.

Different Perspective Training Ltd.

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