

PSYCH-LOGICAL

Terms and Conditions of Training Services

Version	2.1 — June 2026
Supersedes	Version 2.0 (May 2026)
Applies to	All training bookings, CPD sessions, and consultancy services
Legislative basis	Updated to reflect current equality, safeguarding, data protection, and harassment legislation including Worker Protection (Amendment of Equality Act 2010) Act 2023 and Working Together to Safeguard Children 2026
Review date	May 2027
Contact	hello@psych-logical.co.uk

These Terms and Conditions govern all training services provided by Psych-Logical. By booking or attending any training session, workshop, CPD programme or consultancy service, you agree to be bound by these terms. Please read them carefully before confirming your booking. Version 2.1 adds clarification on trainer qualification, conduct standards, and the process for raising concerns about trainer conduct.

Key Legislation Reflected in This Version

Legislation	Relevance to These Terms
Equality Act 2010	Governs non-discrimination in service provision and training delivery. All participants and clients are expected to conduct themselves in line with protected characteristics legislation.
Worker Protection (Amendment of Equality Act 2010) Act 2023	Psych-Logical maintains a safe and respectful training environment. Delegates are expected to behave in a way that does not constitute harassment or discrimination.
UK GDPR / Data Protection Act 2018	Governs how Psych-Logical processes personal data relating to participants and clients.
Working Together to Safeguard Children 2026	Statutory framework underpinning all safeguarding training content. Replaces WTSC 2023 from March 2026.

1. Definitions

In these Terms and Conditions, the following definitions apply:

"Psych-Logical"	The trading name under which training and consultancy services are delivered.
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"Client"	The organisation, employer, or individual commissioning or booking training services.
"Participant"	Any individual attending a training session commissioned by the Client.
"Training Services"	All workshops, CPD sessions, presentations, e-learning, consultancy, and related materials delivered by Psych-Logical.
"Booking Confirmation"	Written confirmation (including email) issued by Psych-Logical confirming an agreed date, venue, and scope of Training Services.
"Course Materials"	Any handouts, slides, workbooks, digital resources, or certificates provided as part of Training Services.
"Protected Characteristic"	A characteristic protected under the Equality Act 2010, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

2. Booking and Confirmation

2.1 A booking is only confirmed once the Client has received a Booking Confirmation from Psych-Logical in writing (including by email).

2.2 The Client is responsible for providing accurate information at the time of booking, including the number of Participants, the intended audience, any specific requirements, and any accessibility needs. The Client is responsible for managing any last-minute changes to Participant attendance, including those resulting from leave or absence.

2.3 Psych-Logical reserves the right to decline any booking at its discretion without providing a reason.

2.4 Where a booking is made on behalf of an organisation, the individual making the booking confirms they have authority to enter into these Terms on behalf of that organisation.

3. Fees and Payment

3.1 All fees will be set out in a written quotation or invoice provided to the Client prior to or upon confirmation of a booking.

3.2 Unless otherwise agreed in writing, invoices are payable within 14 days of the invoice date.

3.3 For bookings made within 14 days of the training date, payment in full is required before the training is delivered.

3.4 Psych-Logical reserves the right to charge interest on overdue invoices at a rate of 8% per annum above the Bank of England base rate, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

3.5 All fees quoted are exclusive of VAT unless otherwise stated. VAT will be applied at the prevailing rate where applicable.

3.6 Travel and accommodation costs incurred by Psych-Logical for in-person delivery will be invoiced separately unless included within an agreed fixed-fee package.

4. Cancellation and Postponement

4.1 Cancellation by the Client

The following cancellation charges apply based on notice received in writing prior to the confirmed training date:

Notice Period	Cancellation Charge
28 days or more before the training date	No charge
14–27 days before the training date	50% of the agreed fee
Less than 14 days before the training date	100% of the agreed fee
On the day of training or non-attendance without notice	100% of the agreed fee plus any associated costs incurred

4.2 Non-attendance due to leave, absence, or other staffing decisions made by the Client does not constitute grounds for a fee waiver. The Client remains liable for the full booking fee. Psych-Logical will, as a matter of good practice, offer a complimentary place on a future session in such circumstances where capacity allows, at its discretion.

4.3 All cancellations must be made in writing to hello@psych-logical.co.uk. Cancellations are not valid until acknowledged in writing by Psych-Logical.

4.4 Where a Client requests a postponement rather than a cancellation, Psych-Logical will endeavour to accommodate an alternative date. Where a new date cannot be agreed within 60 days of the original booking, the cancellation charges in clause 4.1 will apply.

4.5 Cancellation by Psych-Logical

Psych-Logical reserves the right to cancel or postpone Training Services in the event of circumstances beyond its reasonable control (including illness, bereavement, or force majeure events). In such circumstances, a full refund of any fees paid will be issued, or an alternative date will be offered. Psych-Logical shall not be liable for any additional costs incurred by the Client as a result of such cancellation.

5. Delivery of Training Services

5.1 Psych-Logical will use reasonable skill and care in the delivery of all Training Services.

5.2 Training content is accurate as at the date of delivery. Statutory guidance and legislation are subject to change, and it is the Client's responsibility to ensure their organisation's policies and practice reflect the most current requirements.

5.3 Psych-Logical reserves the right to make reasonable modifications to training content, format, or delivery method without notice, provided the core learning outcomes remain substantially the same.

5.4 For in-person delivery, the Client is responsible for providing a suitable training environment, including appropriate room size, seating, AV equipment (where agreed), and refreshments for Participants.

5.5 For online delivery, Participants are responsible for ensuring they have a stable internet connection and access to the agreed platform. Technical difficulties on the Participant's side do not entitle the Client to a refund or free rebooking.

5.6 Psych-Logical reserves the right to remove any Participant from a training session whose behaviour is disruptive, abusive, or threatening. No refund will be issued in such circumstances.

6. Delegate Conduct and Equality

6.1 Psych-Logical is committed to providing a training environment that is safe, inclusive, and respectful for all Participants. All delegates are expected to conduct themselves in a manner that does not discriminate against, harass, or demean any other person in the room, regardless of their background, role, or identity.

6.2 This includes, but is not limited to, behaviour that would constitute discrimination or harassment on the basis of a Protected Characteristic under the Equality Act 2010, or conduct that would amount to sexual harassment. Current legislation places a clear duty on individuals and organisations to prevent such behaviour, and Psych-Logical expects that standard to be upheld throughout all sessions.

6.3 Psych-Logical will set expectations of conduct at the start of each session. Where a Participant's behaviour falls below this standard, the trainer reserves the right to pause the session, address the conduct directly, or remove the Participant. No refund will be issued where a Participant is removed for conduct reasons.

6.4 The Client is responsible for ensuring that Participants attend with an awareness of their responsibilities under equality and harassment legislation. Where a disclosure or concern arises during a session relating to the conduct of a Participant, Psych-Logical will handle it with care and may raise it with the Client following delivery.

6.5 Psych-Logical will make reasonable adjustments to support Participants with disabilities or additional needs, in line with the Equality Act 2010. Clients are encouraged to communicate any known requirements at the time of booking.

6.6 Psych-Logical warrants that any trainer delivering Training Services on its behalf will be suitably qualified and experienced in the subject matter being delivered, and will hold the relevant knowledge, skills, and up-to-date understanding of statutory guidance necessary to deliver the session competently.

6.7 Trainers will at all times maintain the highest possible standard of professional conduct. This includes treating all Participants and Client staff with courtesy, respect, and dignity; using language and examples that are relevant and appropriate; maintaining professional boundaries; and refraining from any behaviour, remarks, or conduct that could reasonably be considered discriminatory, offensive, intimidating, or otherwise inappropriate.

6.8 Trainers will conduct themselves in a manner appropriate to creating and maintaining a safe space for all Participants, in which individuals feel able to engage, ask questions, and share relevant experience without fear of judgement, ridicule, or disrespect.

6.9 Raising Concerns About Trainer Conduct

6.9.1 Where a Client or Participant has a concern about the conduct of a trainer, this should in the first instance be raised directly with the trainer, where it is safe and appropriate to do so, to allow the matter to be addressed promptly.

6.9.2 Where a concern cannot be resolved directly with the trainer, or where it is not appropriate to do so, it should be raised with the Chief Executive Officer of Psych-Logical at hello@psych-logical.co.uk, who will investigate the matter and respond in line with the complaints process set out in Section 13.

6.9.3 Where the concern relates to the conduct of the Chief Executive Officer, Psych-Logical will appoint an independent third party, with no personal or financial interest in the outcome, to conduct the investigation. The independent investigator's findings will be

provided to the Client or Participant who raised the concern, and any resulting action will be at the independent investigator's recommendation.

7. Intellectual Property

7.1 All Course Materials, training designs, frameworks, and content created by Psych-Logical remain the intellectual property of Psych-Logical at all times.

7.2 Course Materials are provided for the personal use of the Participant attending the session. They may not be reproduced, distributed, shared, uploaded, or used for commercial purposes without prior written consent from Psych-Logical.

7.3 The Client may not record any training session (audio or video) without express prior written consent from Psych-Logical.

7.4 Where Psych-Logical creates bespoke materials at the Client's request, Psych-Logical retains copyright unless otherwise agreed in writing, and a licence to use such materials will be granted to the Client upon full payment of fees.

8. Confidentiality

8.1 Psych-Logical will treat as confidential any sensitive organisational or operational information shared by the Client or Participants in the course of training delivery.

8.2 Notwithstanding clause 8.1, Psych-Logical is committed to safeguarding children and adults at risk in line with Working Together to Safeguard Children 2026 and all applicable statutory guidance. Where any information disclosed during training gives rise to a safeguarding concern, Psych-Logical reserves the right, and may have a duty, to act on that information, which may include referral to relevant statutory agencies.

8.3 The Client agrees not to disclose any proprietary information about Psych-Logical's training methodologies, content, pricing, or business practices to any third party without prior written consent.

9. Data Protection

9.1 Both parties agree to comply with their respective obligations under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

9.2 Psych-Logical will only collect and process personal data relating to Participants and Client contacts for the purposes of delivering Training Services, issuing CPD certificates, maintaining training records, and communicating about future services.

9.3 Where Clients share personal data about Participants with Psych-Logical (for example, names and roles for pre-booking), the Client confirms it has a lawful basis for sharing that data and that the disclosure is consistent with its own data protection obligations.

9.4 Personal data will not be shared with any third party without consent, except where required by law or where a safeguarding concern necessitates disclosure.

9.5 Participants and Clients have the right to access, correct, or request deletion of their personal data. Requests should be directed to hello@psych-logical.co.uk.

9.6 Full details of how Psych-Logical processes personal data are set out in the Psych-Logical Privacy Policy, available at www.psych-logical.co.uk.

10. Limitation of Liability

10.1 Psych-Logical will not be liable for any indirect, consequential, or special losses arising from the provision of Training Services, including but not limited to loss of business, loss of income, reputational damage, regulatory penalty, or enforcement action by the Fair Work Agency, arising from decisions made by the Client or its staff following training.

10.2 Psych-Logical's total liability in connection with any individual booking shall not exceed the total fees paid by the Client for that booking.

10.3 Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud, or any other liability that cannot be excluded by law.

10.4 Psych-Logical does not guarantee that training will result in specific compliance outcomes for the Client or its workforce. Training is designed to inform and develop practice — implementation of any changes required by law remains the sole responsibility of the Client.

11. CPD Certificates and Training Records

11.1 Where a CPD certificate or attendance record is included within the Training Service, it will be issued to Participants upon successful completion of the session.

11.2 Certificates are issued as evidence of attendance and participation; they do not constitute a formal qualification unless explicitly stated in the course description.

11.3 Requests for replacement certificates may be subject to an administration fee.

11.4 Training records are retained by Psych-Logical in line with the data retention schedule set out in the Privacy Policy.

12. Client Obligations and Responsibilities

12.1 The Client is responsible for ensuring its organisation complies with all applicable employment, equality, safeguarding, and data protection legislation in force at the time of booking and delivery. Commissioning training from Psych-Logical supports that responsibility but does not discharge it. Implementation of any policy or practice changes required by law remains solely with the Client, and Psych-Logical accepts no liability for the Client's failure to meet its own legal obligations.

12.2 The Client is responsible for communicating any changes to Participant numbers, accessibility requirements, or learning needs no later than 5 working days before the training date.

12.3 The Client is responsible for ensuring Participants are made aware of these Terms in so far as they affect Participants (including Sections 6 and 8).

13. Complaints

13.1 Psych-Logical is committed to delivering high-quality, professional training. Where a Client or Participant is dissatisfied with any aspect of the Training Services, concerns should be raised in writing as soon as reasonably practicable and no later than 14 days after the training date.

13.2 Complaints should be directed to hello@psych-logical.co.uk and will be acknowledged within 5 working days.

13.3 Psych-Logical will investigate all complaints fairly and aim to provide a substantive response within 21 working days.

13.4 Where a complaint relates to the behaviour of a Psych-Logical trainer, including allegations of harassment or discriminatory conduct, it will be escalated immediately and handled as a priority under Psych-Logical's safeguarding and equality policies.

14. General

14.1 These Terms and Conditions constitute the entire agreement between Psych-Logical and the Client and supersede any prior representations, discussions, or correspondence.

14.2 Any amendments to these Terms must be agreed in writing and signed by an authorised representative of Psych-Logical.

14.3 If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

14.4 These Terms shall be governed by and construed in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

14.5 Psych-Logical will review these Terms and Conditions periodically in line with significant legislative changes. Updated versions will be published at www.psych-logical.co.uk. Bookings made after the date of update will be subject to the revised Terms.

Acceptance of Terms

By confirming a booking with Psych-Logical (whether verbally, by email, or through any booking system), the Client confirms they have read, understood, and agree to be bound by these Terms and Conditions (Version 2.1, June 2026).

Client / Organisation Name:

Date:

Authorised Signatory:

Signature:

Job Title:

Email:

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