



TRAINING TERMS & CONDITIONS

Clear terms for course bookings, attendance, cancellations and learner responsibilities

IMPORTANT

By making a booking that Horizon accepts, the Customer enters into a contract with Horizon Security Solutions Ltd. These Terms should be read with the booking confirmation, the relevant course information and joining instructions. Nothing in these Terms removes or limits any statutory rights that cannot lawfully be excluded.

Horizon Security Solutions Ltd

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Key information at a glance

This summary highlights terms that are particularly important. It does not replace the full Terms and Conditions below.

Topic	What you need to know
Booking	A booking becomes binding when Horizon accepts it and issues confirmation. Course-specific eligibility and prerequisites remain the learner's responsibility.
Payment	The course price and payment schedule are those shown in the booking confirmation. Unless otherwise agreed, the balance is due 7 calendar days before the course starts.
14-day consumer right	Consumers who book online, by telephone or otherwise at a distance normally have a 14-day statutory cancellation period. Special rules apply if training starts during that period.
Transfers	One transfer may normally be made without an administration fee if requested in writing at least 10 working days before the course and the new date is within 12 months, subject to availability.
Cancellation charges	Outside any statutory cancellation right, Horizon may apply the published cancellation schedule, but will not retain or charge more than is reasonably required to cover its direct loss after taking reasonable steps to reduce that loss.
Attendance	Late arrival, absence or failure to complete required learning or assessment can prevent certification. Qualification, licensing, employment, visa and funding decisions by third parties are not guaranteed.
Accommodation	Horizon does not provide or manage learner accommodation. Any accommodation details supplied are for information only; learners book directly with the provider.
Safety and conduct	Learners must follow lawful safety instructions and venue rules. Serious misconduct, intoxication or unsafe behaviour may result in removal from training.

Contents

1. About these Terms and the contract
2. Booking, prices and payment
3. Eligibility, prerequisites and learner information
4. Attendance, assessment and certification
5. Transfers and cancellations by the Customer
6. Changes and cancellations by Horizon
7. Conduct, health, safety and venue requirements
8. Accessibility and reasonable adjustments
9. Accommodation, travel and third-party services
10. Property, equipment and vehicles
11. Course materials, intellectual property and recordings
12. Photography, video and media
13. Data protection and marketing
14. Complaints and appeals
15. Liability
16. General terms, governing law and jurisdiction



1. About these Terms and the contract

- 1.1 These Terms apply to training courses and related training services supplied by Horizon Security Solutions Ltd (“Horizon”, “we”, “us” or “our”).
- 1.2 “Customer” means the person or organisation making the booking or responsible for payment. “Learner” means the person attending the course. The Customer and the Learner may be the same person.
- 1.3 If a business, employer, sponsor or other third party makes a booking for a Learner, the Customer must ensure that the Learner receives these Terms, the booking confirmation and all joining instructions. The Learner must comply with all terms relevant to attendance, safety, assessment and conduct.
- 1.4 The contract is formed when Horizon accepts the booking and issues written confirmation. The contract includes these Terms, the booking confirmation, course-specific information supplied before booking and any additional terms expressly agreed in writing.
- 1.5 Where there is a conflict, any individually agreed written term or the booking confirmation will take priority over these standard Terms, unless the law requires otherwise.
- 1.6 Consumer-specific rights in these Terms apply only where the Customer is acting wholly or mainly outside their trade, business, craft or profession. Business Customers do not receive statutory consumer cancellation rights.
- 1.7 The version of these Terms in force when the booking is accepted will normally govern that booking. Horizon may update its Terms for future bookings. If a change is required by law, an awarding organisation, a regulator or for safety reasons and must apply to an existing booking, Horizon will notify the Customer and will not use the change to remove statutory rights.
- 1.8 Nothing in these Terms affects any legal rights or remedies that cannot lawfully be excluded or restricted.

2. Booking, prices and payment

- 2.1 Prices are those stated on the website, quotation, invoice or booking confirmation and include VAT where it is stated to be applicable.
- 2.2 A deposit may be required to reserve a place. The amount will be shown at the point of booking or in the booking confirmation. Unless otherwise stated, Horizon’s standard course deposit is £50 per course.
- 2.3 Unless Horizon agrees otherwise in writing, the outstanding balance must be paid no later than 7 calendar days before the course start date. If a booking is made within 7 calendar days of the start date, full payment may be required at booking.
- 2.4 If payment is not received when due, Horizon may, after reasonable notice where practicable, suspend or cancel the booking and release the place. Any cancellation charge will remain subject to section 5 and applicable law.
- 2.5 If the Customer does not attend and has not validly cancelled or transferred the booking, the cancellation provisions in section 5 apply.
- 2.6 Promotional offers, discounts and support schemes are subject to their stated eligibility conditions. Unless expressly stated otherwise, offers cannot be combined.
- 2.7 Any ‘Attend Now, Pay Later’ or other deferred-payment arrangement is subject to a separate written payment agreement and eligibility requirements. If there is any conflict, that separate agreement takes priority in relation to the deferred payment terms.
- 2.8 Where a funding body, employer or sponsor is contributing to fees, the responsibilities of the Customer and Learner will be stated in the booking confirmation, invoice or funding documentation. Horizon does not guarantee that a third party will approve or continue funding.
- 2.9 Any debt recovery or administration cost will only be charged where it is expressly agreed, reasonable and lawfully recoverable.

3. Eligibility, prerequisites and learner information

- 3.1 Before booking, the Customer and Learner must review the relevant course information and ensure that the Learner can meet all stated entry requirements, prerequisites, identification requirements and any regulatory or awarding-organisation requirements.
- 3.2 The Learner must have sufficient English reading, writing, speaking and listening ability to participate safely and to meet the assessment and awarding-organisation requirements applicable to the course.



- 3.3 The Customer and Learner must provide complete and accurate information. This includes information reasonably required to establish eligibility, identity, prior qualifications, funding status and any course-specific prerequisites.
- 3.4 Where evidence of a prerequisite qualification or licence is required, it must be provided by the deadline stated by Horizon. A Learner may be unable to start or complete the course if satisfactory evidence is not provided.
- 3.5 If information supplied is materially inaccurate or a prerequisite is not met, Horizon may refuse or discontinue training where this is necessary for safety, compliance or assessment integrity. Any financial consequences will be dealt with fairly under these Terms and applicable law, taking account of services already supplied and Horizon's reasonable direct loss.
- 3.6 Course completion does not guarantee an SIA licence, employment, deployment, immigration permission, visa approval, security clearance, funding approval or any other decision made by a third party.
- 3.7 Where Horizon provides a factual course confirmation or supporting letter for a visa, employer or funding body, it confirms only the information stated. Horizon does not guarantee the outcome of any application.

4. Attendance, assessment and certification

- 4.1 Joining instructions will normally be sent by email to the address provided at booking. The Customer is responsible for ensuring that Horizon has the correct contact details and, where booking for another person, for ensuring that the Learner receives the information.
- 4.2 If joining instructions have not been received, the Customer or Learner should contact Horizon promptly before the course starts.
- 4.3 The Learner must attend at the stated times and complete the required guided learning, practical work, assessments and any mandatory pre-course or in-course learning. Some regulated qualifications require full attendance.
- 4.4 Late arrival or absence may mean that the Learner cannot meet minimum attendance, learning or assessment requirements. Horizon may refuse continued attendance where there is insufficient time to complete the required learning safely or validly.
- 4.5 Where reasonably practicable, Horizon may offer a transfer, catch-up activity or reassessment. This is not guaranteed and may be subject to availability, awarding-organisation rules and reasonable additional fees notified in advance.
- 4.6 Certification is subject to successful completion of the required learning and assessment, internal quality assurance and, where applicable, awarding-organisation approval and processing. Horizon cannot guarantee third-party certificate issue times.
- 4.7 Where lawfully permitted and consistent with awarding-organisation rules, Horizon may delay issuing Horizon-controlled completion documentation while undisputed course fees remain overdue.
- 4.8 Replacement certificates or documents may be subject to the awarding organisation's replacement charge plus a reasonable Horizon administration charge, which will be confirmed before the replacement is ordered.

5. Transfers and cancellations by the Customer

5A. Statutory cancellation rights for consumers

14-DAY CANCELLATION RIGHT

If you are a consumer and book at a distance (for example online or by telephone), you normally have 14 days after the contract is entered into to cancel without giving a reason. If training is due to start during that period, Horizon will ask you to expressly request early performance. If you then cancel after training has started, a proportionate charge may be due for services supplied. If the service is fully performed within the 14-day period, the cancellation right can be lost only where the legal conditions for early performance and acknowledgement have been met.

- 5.1 A consumer may cancel a distance or off-premises booking within the statutory cancellation period by making a clear statement to Horizon. No particular form of words is required.
- 5.2 The statutory cancellation period for a service contract is normally 14 days after the day on which the contract is entered into.
- 5.3 If the Customer asks Horizon to begin supplying the service during the statutory cancellation period and later cancels, Horizon may charge a proportionate amount for the service supplied up to cancellation, where the legal requirements have been met.
- 5.4 Where a service has been fully performed during the statutory cancellation period, the cancellation right may be lost if the Customer expressly requested early performance and acknowledged that the right would be lost once the service was fully performed.

5.5 Any statutory refund due following cancellation will be made within the period required by law, normally using the original payment method unless otherwise agreed.

5B. Transfers

5.6 Subject to availability, Horizon will normally allow one transfer to another date without an administration fee where the request is received in writing at least 10 working days before the original course start date and the new course starts within 12 months of the original date.

5.7 A transfer is not guaranteed until Horizon confirms the new date in writing. If the requested date is unavailable, Horizon will offer reasonable alternatives where possible.

5.8 Requests received with less than 10 working days' notice may be treated as a cancellation under section 5C, although Horizon may agree an alternative arrangement at its discretion.

5.9 Any further transfer, or a transfer requested after costs have already been incurred, may be subject to reasonable additional costs which will be explained before the transfer is confirmed.

5C. Contractual cancellation outside the statutory cancellation period

5.10 Where no statutory cancellation right applies, or the statutory cancellation period has expired, the following schedule is Horizon's standard maximum cancellation charge.

Notice before course start	Standard maximum charge	Fairness safeguard
29 calendar days or more	Deposit only	Horizon will not retain more than is reasonably needed to cover direct booking/admin costs or other direct loss.
15-28 calendar days	Up to 50% of the course fee	The amount retained or charged will be limited to Horizon's reasonable direct loss after mitigation.
1-14 calendar days	Up to 100% of the course fee	The amount retained or charged will be limited to Horizon's reasonable direct loss after mitigation.
Failure to attend / no-show	Up to 100% of the course fee	Treated as a late cancellation, subject to the same requirement that the amount reflects reasonable direct loss.

5.11 Horizon will take reasonable steps to reduce its loss, for example by re-selling a cancelled place where reasonably practicable. If its actual direct loss is lower than the standard maximum charge, Horizon will reduce the amount retained or charged accordingly.

5.12 Any non-refundable element of a deposit applies only to the extent permitted by law and only after any statutory cancellation right has expired or been lawfully lost.

5.13 All cancellation and transfer requests should be made in writing to training@horizon.uk.com so there is a clear record of the request. This does not prevent a consumer from exercising any statutory right in another legally valid way.

5.14 Cancellation because of visa refusal, travel disruption, work commitments, illness or other personal circumstances does not automatically create a different refund entitlement, unless Horizon has agreed special terms in writing. Horizon will nevertheless apply these Terms fairly and consider reasonable evidence where appropriate.

6. Changes and cancellations by Horizon

6.1 Horizon may make reasonable changes to instructors, timetable, training methods, venue or course content where necessary to maintain safety, operational delivery or compliance with awarding-organisation, regulatory or legal requirements, provided the overall course is not materially reduced.

6.2 If Horizon needs to make a material change that significantly affects the Customer's booking, Horizon will notify the Customer as soon as reasonably practicable and will offer an appropriate remedy, which may include transfer to another date or a refund for the affected part of the service.

6.3 Horizon may cancel or postpone a course where it cannot reasonably be delivered, including because of instructor illness, venue unavailability, severe weather, public authority action, safety concerns, regulatory change or another event outside Horizon's reasonable control.

6.4 If Horizon cancels a course before it starts and cannot provide an acceptable alternative, the Customer may choose a transfer or a refund of course fees paid for the cancelled course.

6.5 Nothing in this section excludes any right to recover loss that is legally recoverable because of Horizon's breach of contract or negligence. For events genuinely outside Horizon's reasonable control, Horizon will not normally be responsible for third-party travel or accommodation costs unless the law requires otherwise.

6.6 Learners are encouraged to use flexible or refundable travel and accommodation arrangements where possible.

7. Conduct, health, safety and venue requirements

- 7.1 Learners must behave professionally and respectfully towards instructors, staff, other learners, venue personnel and members of the public.
- 7.2 Learners must comply with lawful instructions relating to safety, assessment integrity, safeguarding, venue rules, emergency procedures and the proper use of equipment.
- 7.3 Serious misconduct includes, without limitation, violence or threats, harassment or discriminatory abuse, theft, deliberate damage, unsafe acts, serious disruption, cheating or falsification, unauthorised weapons, unlawful drug use, attending while impaired by alcohol or drugs, or persistent refusal to follow reasonable safety instructions.
- 7.4 No alcohol may be consumed during training or practical exercises, and Learners must not attend any training activity while impaired by alcohol, illegal drugs or medication to the extent that safe participation is affected.
- 7.5 Some courses include physically demanding or realistic practical exercises and therefore involve inherent risks. Learners must follow the brief, use issued protective equipment where required and stop or raise a concern if they believe an activity is unsafe.
- 7.6 If a Learner's conduct creates an immediate safety risk or amounts to serious misconduct, Horizon may suspend or remove the Learner without prior warning. For less serious issues, Horizon will normally give the Learner a reasonable opportunity to correct their conduct.
- 7.7 Where a Learner is removed because of serious breach, Horizon may retain an amount reflecting services already supplied and reasonable direct loss caused by the breach, subject to applicable law.
- 7.8 Smoking and vaping are subject to the rules of the training venue and applicable law. Learners must use only designated areas where provided.
- 7.9 Learners must familiarise themselves with fire and emergency procedures at each venue and follow staff instructions immediately in an emergency.

8. Accessibility and reasonable adjustments

- 8.1 Horizon is committed to providing access to training without unlawful discrimination and to making reasonable adjustments for disabled learners where required by law.
- 8.2 Learners are encouraged to tell Horizon about any adjustment or accessibility requirement as early as reasonably possible so that arrangements can be considered before the course starts.
- 8.3 Horizon may need to discuss the functional impact of a condition or requirement where this is necessary to identify a safe and effective adjustment. Information will be handled in accordance with section 13.
- 8.4 A reasonable adjustment cannot remove or change a genuine competence standard, mandatory safety requirement or awarding-organisation assessment requirement where the law does not permit that requirement to be altered.
- 8.5 Horizon will not charge a Learner for a reasonable adjustment that Horizon is legally required to provide.

9. Accommodation, travel and third-party services

ACCOMMODATION

Horizon does not provide, own, manage or book learner accommodation as part of its training service. Horizon may provide details of nearby hotels or other providers purely for convenience. Horizon does not receive a referral fee or commission from those providers unless this is expressly stated.

- 9.1 Any accommodation booking is a separate contract between the Learner or Customer and the accommodation provider. The provider is responsible for its prices, availability, quality, cancellation policy, facilities and service.
- 9.2 Providing a name, link or contact detail for an accommodation provider does not make Horizon the provider's agent, partner or guarantor and is not a warranty or endorsement of the provider.
- 9.3 The Learner is responsible for travel to and from the training venue and for checking the current venue details in the joining instructions.
- 9.4 Parking, Wi-Fi, catering and other venue facilities are supplied by the venue or another third party unless Horizon expressly states otherwise. Availability and use are subject to the provider's terms and local rules.
- 9.5 Horizon is not responsible for the acts or omissions of independent accommodation, transport, parking, catering or other third-party providers, except to the extent the law makes Horizon responsible.



10. Property, equipment and vehicles

- 10.1** Learners are responsible for their personal belongings. Horizon will take reasonable care of property placed in its custody but does not accept responsibility for loss or damage that is not caused by Horizon's negligence or breach of duty.
- 10.2** Property left at a third-party venue is subject to that venue's lost-property arrangements.
- 10.3** Learners must use Horizon or venue equipment only as instructed and with reasonable care. A Learner may be required to pay the reasonable repair or replacement cost of equipment deliberately or negligently damaged by that Learner.
- 10.4** Where a Learner drives a vehicle as part of training, the Learner must hold any required licence, follow the instructor's directions and comply with road traffic law.
- 10.5** A Learner remains personally responsible for fines, penalties or charges arising from their own driving, parking or other unlawful conduct, except where the law provides otherwise.

11. Course materials, intellectual property and recordings

- 11.1** Course manuals, presentations, handouts, exercises, templates, branding and other training materials supplied by Horizon remain the intellectual property of Horizon or the relevant rights holder unless expressly stated otherwise.
- 11.2** Learners may use course materials for their own personal learning and professional reference. They must not reproduce, sell, publish, distribute or commercially exploit the materials without permission, except where permitted by law.
- 11.3** Learners must not audio-record, video-record, photograph or livestream training, assessments, other learners, confidential material or security-sensitive exercises without prior permission from Horizon and any other person whose rights are affected.
- 11.4** Horizon may restrict the use of phones or recording devices during assessments, safety-critical practical exercises or where confidentiality requires it.

12. Photography, video and media

- 12.1** Horizon may need to create photographs, video or other records for legitimate training purposes such as assessment evidence, quality assurance, safeguarding, incident investigation or compliance with awarding-organisation or regulatory requirements.
- 12.2** Where images or recordings are required for assessment or compliance, Horizon will explain the purpose and will process the material in accordance with applicable data protection law and its Privacy Policy.
- 12.3** Participation in promotional photography or promotional video is not a condition of attending a course. Horizon will use promotional media only where it has an appropriate lawful basis. Where Horizon relies on consent, consent may be withdrawn for future use, although withdrawal cannot undo use that was already lawful.
- 12.4** Learners should tell Horizon if they do not wish to take part in optional promotional photography or filming.

13. Data protection and marketing

- 13.1** Horizon processes personal data in accordance with applicable UK data protection law, including the UK GDPR and the Data Protection Act 2018, as amended.
- 13.2** Personal data may be used where necessary to administer bookings, deliver training, verify identity and prerequisites, conduct assessments and quality assurance, arrange certification, manage safety, process payments and funding, deal with complaints and meet legal, regulatory or awarding-organisation requirements.
- 13.3** Where necessary, Horizon may share relevant personal data with awarding organisations, regulators, funding bodies, assessment or quality-assurance personnel, subcontractors and service providers, subject to appropriate legal and security requirements.
- 13.4** Further information about how Horizon uses personal data, retention, individual rights and contact routes is set out in Horizon's Privacy Policy at horizon.uk.com/privacy-policy.
- 13.5** Horizon will send direct marketing only in accordance with applicable data protection and electronic marketing law. Individuals can opt out of direct marketing at any time.



14. Complaints and appeals

- 14.1** If a problem arises during a course, the Learner should raise it with the instructor or a Horizon manager as soon as reasonably possible so that Horizon has an opportunity to resolve it.
- 14.2** A formal complaint can be submitted in accordance with Horizon's Complaints Policy. Information is available at horizon.uk.com/complaints or on request.
- 14.3** Assessment appeals are handled under the relevant Horizon and awarding-organisation appeal procedures.
- 14.4** Learners should raise complaints and appeals promptly, but failure to complain within a particular internal period does not remove any statutory right or remedy that the law does not permit Horizon to exclude.
- 14.5** Where applicable, a Learner may also have the right to escalate a qualification-related complaint or appeal to the relevant awarding organisation or regulator after Horizon's internal procedure has been completed.

15. Liability

- 15.1** Horizon will perform its training services with reasonable care and skill.
- 15.2** Nothing in these Terms excludes or restricts Horizon's liability for death or personal injury caused by its negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded or restricted.
- 15.3** Practical security and medical training may involve inherent physical and operational risks even where reasonable precautions are taken. The Learner is expected to follow instructions, act within their capability and use required protective equipment. Acknowledging these inherent risks does not waive Horizon's responsibility for its own negligence or breach of legal duty.
- 15.4** Horizon is not responsible for loss caused by the Learner's own unlawful, reckless or materially unsafe act, or by the Learner's failure to follow a reasonable safety instruction, except to the extent Horizon is also legally responsible.
- 15.5** For consumer Customers, Horizon does not exclude liability for foreseeable loss or damage caused by Horizon's breach of contract or failure to use reasonable care and skill. Horizon is not responsible for loss that was not foreseeable, was caused by events outside Horizon's reasonable control, or relates to business activities where the Customer is acting as a consumer.
- 15.6** For business Customers, any separate limitation of liability agreed in a quotation, contract or statement of work will apply. If no separate business terms are agreed, liability will be determined under applicable law.
- 15.7** Nothing in this section limits any mandatory right or remedy available under consumer protection legislation.

16. General terms, governing law and jurisdiction

- 16.1** Notices and routine correspondence may be sent by email to the latest address provided by the Customer. The Customer should tell Horizon promptly if contact details change.
- 16.2** If any provision of these Terms is found to be unlawful or unenforceable, the remaining provisions will continue to apply so far as legally possible.
- 16.3** If Horizon does not enforce a term immediately, this does not mean that Horizon has waived the right to enforce it later.
- 16.4** These Terms are governed by Scots law.
- 16.5** Where the Customer is a consumer, nothing in these Terms removes any mandatory protection of the law applicable to the consumer or any right to bring proceedings in a court that has jurisdiction under applicable law.
- 16.6** Where the Customer is acting in the course of business, the courts of Scotland will have exclusive jurisdiction unless Horizon and the Customer agree otherwise in writing.

Contact and document control

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Review cycle: At least annually and earlier if legislation, regulatory requirements, awarding-organisation requirements or Horizon's booking practices materially change.