

TSG Training Limited Terms and Conditions: June 2026

These Terms and Conditions apply to the supply by TSG Training Limited ("TSG", "we", "us" or "our") of public scheduled courses, closed company courses, prepaid training licences, course passports, eLearning products and related services to the purchaser named on the relevant booking, order or invoice ("Customer" or "you"). Each individual attending a course is a "Delegate".

1. Basis of Contract

A contract is formed when you provide an authorised signature, a valid purchase order number, written confirmation of booking, or payment for the relevant services.

These Terms and Conditions supersede any prior proposals, discussions or representations relating to the same services and prevail over any terms contained in any purchase order or other document issued by you unless we expressly agree otherwise in writing. Any amendment to these Terms and Conditions must be agreed by us in writing. A failure or delay by us in exercising any right under the contract does not waive that right.

2. Cancellation, Transfer and Substitution

If you cancel or transfer a booking, the following charges apply: for public scheduled courses, more than 20 business days before the scheduled start date, no charge; 11 to 20 business days before the scheduled start date, 50% of the course fee; and 0 to 10 business days before the scheduled start date, 100% of the course fee.

For closed company courses, cancellation or transfer within 30 business days before the scheduled start date will incur 100% of the agreed course fee. Any transfer to a later date will be treated as a cancellation of the original booking.

Substitute Delegates may be nominated at any time without additional charge, provided they meet the relevant pre-requisites. If a closed company course is cancelled or transferred, any non-recoverable third-party costs reasonably incurred by us, including travel, accommodation or bespoke course development costs, will also be payable by you.

3. Fees and Payment

All fees are exclusive of VAT and any applicable sales taxes, which will be charged at the prevailing rate. Unless we agree otherwise in writing, fees for public scheduled courses are payable no later than 20 business days before the course start date, or immediately at the time of booking if the booking is made within 20 business days of the start date. Fees for closed company courses are payable within 30 business days of the invoice date, provided that where a course is due to commence within that period we may require payment in advance of delivery.

Fees for prepaid training licences, course passports and other prepayment products are payable on invoice in full and no bookings under those products will be confirmed until payment has been received. Unless expressly stated otherwise, prepaid products are valid for 12 months from the invoice date and any unused balance expires at the end of that period.

We reserve the right to suspend or cancel bookings where payment is overdue. You are responsible for all bank charges relating to payment. We may charge interest on overdue sums at 1.25% per month, or the maximum rate permitted by law if lower.

4. eLearning and Licence Terms

eLearning access is granted for the licence period purchased by you, being one month, three months or 12 months unless otherwise stated in writing. Once an eLearning licence has been issued or access has been activated, the fee is non-refundable except where required by law.

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Any exam voucher purchased with an eLearning licence must be redeemed before the licence expires. The licence will terminate automatically at the end of the applicable licence period and may be terminated earlier by us if you materially breach these Terms and Conditions. Where a breach is capable of remedy, we will allow you 14 days to remedy it before termination takes effect.

On termination or expiry, you and any permitted users must immediately stop using the relevant product and delete or destroy any copies in your possession or control, save to the extent retention is required by law.

All intellectual property rights in eLearning content remain vested in us or our licensors.

5. Course Delivery, Customer Responsibilities and Intellectual Property

You are responsible for ensuring that Delegates understand the course objectives and satisfy any stated pre-requisites. Unless we agree otherwise in writing, where training is delivered at your premises you are responsible for providing an appropriate training room and all necessary equipment, including display equipment, computer hardware, software and internet access.

We may amend a course syllabus, trainer or timetable where reasonably necessary, and we may cancel or postpone a course where operationally required. Where reasonably practicable, we will give prior notice and offer an alternative date or another reasonable solution. If we cancel a prepaid course and you do not wish to reschedule, we will refund the fees paid for that course. We are not liable for travel, accommodation, loss of profit, loss of business or any other costs incurred by you or any Delegate as a result of cancellation, postponement or timetable changes.

We may refuse admission to, or remove from, a course any person whose conduct is unsafe, disruptive, abusive, unlawful or otherwise reasonably unsuitable for the learning environment.

All course materials, eLearning content and related documentation remain our intellectual property or that of our licensors. You may not copy, reproduce, distribute, adapt, disclose or permit any third party to use such materials except as expressly permitted by the contract or with our prior written consent.