

Award Training Limited Terms and Conditions

January 2026



Award Training Limited
Suite G1 Argentum House
510 Bristol Business Park
Coldharbour Lane
Bristol
BS16 1EJ

1. About Us

Award Training Limited is a company registered in England and Wales. Company number 15480139. Registered office address Suite G1 Argentum House 510 Bristol Business Park Coldharbour Lane Bristol Gloucestershire England BS16 1EJ.

Award Training Limited delivers regulated and non regulated training and related services including NHS aligned and NHS approved training programmes in accordance with applicable national standards contractual obligations and governance requirements.

2. Definitions

Client means the organisation or individual purchasing services from Award Training Limited.

Services means training facilitation consultancy and related activities delivered by Award Training Limited.

Session means any individual training delivery event whether delivered face to face or virtually.

Quotation means a written quotation issued by Award Training Limited or where applicable by an approved delivery partner acting on its behalf.

Terms means these Full Terms and Conditions.

3. Formation of Contract

A legally binding contract is formed when a quotation issued by Award Training Limited or by Autism Community Network CIC acting as a delivery partner under clause 5 is accepted by the client.

Acceptance may be provided by written confirmation email confirmation electronic signature or acceptance through Xero or any other electronic quotation or invoicing system.

Acceptance of a quotation constitutes unconditional acceptance of these Full Terms and Conditions.

4. Scope of Services

Services will be delivered strictly in accordance with the agreed quotation and any accompanying written documentation.

Award Training Limited reserves the right to make reasonable adjustments to delivery methods scheduling or resources where required to ensure compliance with national guidance

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regulatory requirements or operational best practice.

No variation to the scope of services shall be valid unless agreed in writing by an authorised representative of Award Training Limited.

5. Delivery Partners Quotation and Invoicing Arrangements

Award Training Limited works in partnership with Autism Community Network CIC also known as Autism Somerset as an approved delivery partner for the Oliver McGowan Mandatory Training programme.

Where practical and appropriate to ensure timely effective and geographically suitable delivery Award Training Limited may direct or allocate delivery of agreed training sessions to Autism Community Network CIC.

In certain circumstances and where operationally appropriate quotations and or invoices may be issued directly by Autism Community Network CIC in relation to training delivered under this partnership arrangement.

Where a quotation or invoice is issued by Autism Community Network CIC the client acknowledges and agrees that such documentation forms part of the overall contractual arrangement for delivery of the services and is subject to these Full Terms and Conditions unless otherwise expressly stated in writing.

Award Training Limited remains responsible for ensuring that all services delivered through this partnership meet the required national standards NHS expectations and contractual requirements applicable to the Oliver McGowan Mandatory Training programme.

The client acknowledges and accepts that delivery quotation or invoicing may be undertaken by Autism Community Network CIC where this supports effective service delivery and does not adversely affect the agreed pricing scope or quality of the services.

6. Pricing and Payment

All fees are as stated in the quotation. VAT will be charged where applicable.

Invoices will be issued in accordance with the agreed payment schedule. Payment terms are thirty days from the invoice date unless otherwise agreed in writing.

Award Training Limited reserves the right to suspend services where payment is overdue and to recover statutory interest and reasonable recovery costs in accordance with the Late Payment of Commercial Debts Regulations.

7. Client Responsibilities

The client is responsible for ensuring that accurate and complete information is provided at the time of booking suitable facilities equipment and access arrangements are in place for face

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to face delivery attendees meet any stated pre course requirements and adequate technology and connectivity are available for virtual delivery.

Award Training Limited accepts no liability for disruption or non delivery caused by the client's failure to meet these responsibilities.

8. Cancellation Rescheduling and Credit

8.1 Booking Confirmation

A booking is deemed confirmed once a quotation issued under these Terms has been accepted by the client. Once confirmed all bookings are subject to this section in full.

8.2 Cancellation and Reschedule Policy

For the avoidance of doubt all requests to cancel or reschedule a confirmed training session are treated as cancellations and are subject to the same terms set out in this section. These terms apply irrespective of the reason for cancellation or rescheduling including but not limited to operational pressures staffing availability internal organisational changes funding changes or changes in service demand within the client organisation. Award Training Limited operates a strict no refund policy.

8.3 Client Cancellations and Credit Entitlement

Where the client cancels or requests to reschedule a confirmed training session the following applies. Where notice of cancellation is received more than 31 calendar days before the scheduled delivery date no refund will be issued. A credit equal to 50 percent of the agreed session fee will be issued for use against a future training session delivered by Award Training Limited or its approved delivery partner. Where notice of cancellation is received 31 calendar days or fewer before the scheduled delivery date no refund will be issued and no credit will be provided. The full session fee remains payable. Credits issued under this clause are non transferable may only be used by the original contracting client and must be redeemed within six months of the original scheduled delivery date unless otherwise agreed in writing by Award Training Limited.

8.4 Non Attendance and Partial Delivery

Failure to attend a scheduled training session partial attendance cancellation on the day of delivery or failure to provide access to attendees or facilities will be treated as a cancellation. No refunds or credits will be issued in such circumstances and the full session fee remains payable. No refunds or credits will be issued for reduced attendee numbers late arrival early departure or sessions partially delivered.

8.5 Refund Exclusion

For the avoidance of doubt Award Training Limited does not offer refunds under any circumstances other than where required by law. All fees paid are non refundable and subject only to the limited credit provisions set out in this section.

8.6 Cancellations by Award Training Limited

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Where Award Training Limited cancels a session due to circumstances within its reasonable control the client will be offered either an alternative delivery date at no additional cost or a full credit for the affected session to be used against future training delivered by Award Training Limited or its approved delivery partner. Award Training Limited shall not be liable for any indirect or consequential losses arising from such cancellation.

8.7 Force Majeure

Neither party shall be liable for failure or delay in performance caused by events beyond reasonable control including severe weather serious illness national emergencies industrial action or government restrictions. Where delivery is prevented by such events no refunds will be issued. Reasonable efforts will be made to apply a credit or reschedule delivery at the discretion of Award Training Limited.

9. Quality Assurance and Standards

Award Training Limited is committed to delivering services in line with NHS values equality principles safeguarding requirements and relevant national guidance. Feedback will be collected following delivery and used for monitoring assurance and continuous improvement.

10. Safeguarding and Equality

Award Training Limited operates robust safeguarding and equality policies and complies with all applicable safeguarding and equality legislation. Discriminatory or abusive behaviour towards staff trainers or participants will not be tolerated.

11. Data Protection and Confidentiality

Award Training Limited complies with the UK General Data Protection Regulation and the Data Protection Act. All client information will be treated as confidential and used solely for the purposes of service delivery unless disclosure is required by law.

12. Intellectual Property

All training materials content and resources remain the intellectual property of Award Training Limited unless otherwise agreed in writing. Materials may not be copied shared reproduced or adapted without prior written consent.

13. Limitation of Liability

Award Training Limited's total liability arising from any contract shall be limited to the total fees paid for the relevant services. Nothing in these Terms limits or excludes liability for death

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or personal injury caused by negligence fraud or any liability that cannot be excluded by law.

14. Complaints

Any complaints must be submitted in writing within fourteen calendar days of service delivery. Award Training Limited will investigate and respond in accordance with its complaints procedure.

15. Governing Law and Jurisdiction

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales. The courts of England and Wales shall have exclusive jurisdiction.