

SIRIUS BUSINESS SERVICES LTD

TERMS & CONDITIONS

FOR THE PROVISION OF TRAINING SERVICES

On-site • Virtual • Sirius or Third-Party Venues

Effective from	1 st January 2026
Document version	3.0

These Terms & Conditions apply to business customers purchasing training services from Sirius Business Services Ltd.

Booking, Payment & Cancellation Summary

Quick reference: This summary highlights key booking conditions. The Full Terms & Conditions below apply to all bookings and take precedence if there is any inconsistency.

Payment	New customers: payment in full in advance. Established customers with an approved account: normally invoiced after delivery, with payment due 30 calendar days from the invoice date.
Rescheduling	A request to reschedule or postpone a course 10 calendar days or fewer before the scheduled course date incurs a charge equal to 100% of the original course fee. The replacement course is a new booking and is charged separately.
Delegate limits	Every course has a maximum permitted number of delegates, shown in the quotation and/or course confirmation. This limit must not be exceeded and may be set by an external awarding or certification body.
Delegate details	First name, last name, job role and individual email address for every delegate must be supplied in advance. Sirius may refuse attendance where required details have not been supplied.
Certification	Delegates must attend the full session, complete required practical assessments to the required standard and successfully complete any applicable written or online assessment.

Cancellation Charges

Notice before scheduled course	Cancellation charge
21 calendar days or more	No cancellation charge, subject to non-refundable costs already incurred
11-20 calendar days	50% of the agreed course fee
10 calendar days or fewer	100% of the agreed course fee

Customer-Site Training - Key Requirements

The Customer must provide a clean, suitably sized and reasonably distraction-free training room, suitable seating, an instructor table/chair, mains electricity where required, nearby toilets and sufficient clear floor space for practical exercises. For practical courses such as First Aid and Basic Life Support, delegates may need to practise CPR and the recovery position at floor level. A suitable instructor parking space should be provided immediately adjacent to, or as close as reasonably practicable to, the training premises.

Full Terms & Conditions

These Terms & Conditions apply to training services provided by Sirius Business Services Ltd ("Sirius", "we", "us" or "our") to the organisation purchasing those services ("the Customer"). By confirming a booking or instructing Sirius to provide training, the Customer agrees to these Terms & Conditions.

1. Scope of Services

1.1 Sirius provides training courses which may be delivered:

- a. at the Customer's premises or another location arranged by the Customer;
- b. virtually, using information technology and online meeting or training platforms such as Zoom, Microsoft Teams or other suitable software;
- c. at premises owned, operated or provided by Sirius; or
- d. at a third-party venue hired or arranged by Sirius.

1.2 The content, duration, method of delivery and assessment requirements of individual courses may vary according to the course being provided and, where applicable, the requirements of a relevant awarding organisation, certification body, regulator or other external organisation.

1.3 Any quotation, proposal or course confirmation issued by Sirius should be read together with these Terms & Conditions.

1.4 Where a quotation or course confirmation contains arrangements specific to a particular course, those arrangements will apply in addition to these Terms & Conditions.

2. Bookings and Confirmation

2.1 A booking is regarded as confirmed once Sirius has accepted the Customer's booking or instruction and confirmed the course date.

2.2 The Customer is responsible for checking all information contained in the quotation and course confirmation and must notify Sirius promptly of any errors or required amendments.

2.3 Course dates and instructor availability cannot be guaranteed until a booking has been confirmed.

2.4 Sirius may use appropriately qualified employees, freelance instructors, associate trainers or subcontractors to deliver training.

3. Course Fees

3.1 The fees payable will be those stated in the quotation, proposal, course confirmation or other written agreement issued by Sirius.

3.2 Unless otherwise stated, any applicable VAT or other taxes will be added at the prevailing rate.

3.3 Additional costs specifically agreed with the Customer, including venue hire, accommodation, travel or other expenses, may be charged in addition to the course fee.

4. Payment - New Customers

4.1 Unless otherwise agreed by Sirius in writing, new Customers are required to pay for training in advance.

4.2 Sirius will issue an invoice for the agreed course fee. Payment must be received by the date specified on the invoice and, in all cases, before delivery of the training unless Sirius has expressly agreed otherwise in writing.

4.3 Sirius reserves the right not to deliver training where an advance invoice remains unpaid.

4.4 Cancellation charges under Clause 6 remain payable notwithstanding that an advance invoice has not yet been paid.

5. Payment - Established Customers

5.1 Established Customers with an approved account will normally be invoiced following delivery of the training unless otherwise stated in the quotation, course confirmation or other written agreement.

5.2 Standard payment terms for established Customers are 30 calendar days from the date of invoice, unless alternative payment terms have been expressly agreed by Sirius in writing.

5.3 The Customer must ensure that any internal purchase order, authorisation or other administrative requirement necessary for payment is completed promptly.

5.4 Unless otherwise agreed in writing by Sirius, the absence of a purchase order or delay in completing the Customer's internal payment or approval processes will not extend the payment due date.

5.5 Sirius reserves the right to require advance payment from any Customer, including an established Customer, where there are overdue invoices, a history of late payment or other reasonable concerns regarding payment.

6. Cancellation by the Customer

6.1 Once a course has been confirmed, Sirius allocates resources to it. These may include freelance instructors who have reserved the date and may need to be paid, together with administration, course preparation, documentation, assessments, equipment preparation, venue arrangements and other costs.

6.2 Where the Customer cancels a confirmed course, the following charges apply:

- a. 21 calendar days or more before the scheduled course date: no cancellation charge, except for non-refundable costs or expenses already incurred by Sirius specifically for the booking;
- b. 11 to 20 calendar days before the scheduled course date, inclusive: 50% of the agreed course fee; and
- c. 10 calendar days or fewer before the scheduled course date: 100% of the agreed course fee.

6.3 The date of cancellation will be the date on which Sirius receives written notification of cancellation from the Customer.

6.4 Where Sirius has incurred non-refundable third-party costs specifically for the Customer's booking, including venue hire, accommodation or other agreed expenses, Sirius reserves the right to charge these costs in addition to the applicable cancellation charge where those costs are not already included within it.

7. Rescheduling or Postponement by the Customer

7.1 A request to change the date of a confirmed course will be treated as a request to reschedule or postpone the booking.

7.2 Where the Customer requests to reschedule or postpone a course 10 calendar days or fewer before the scheduled course date, a charge equal to 100% of the original course fee will apply.

7.3 This reflects the fact that instructors, including freelance instructors, will have been allocated to the course and may be contractually entitled to payment, and that administration, planning and course preparation will already have been undertaken.

7.4 Any replacement course date will constitute a new booking and will be charged separately at the applicable course fee.

7.5 Requests to reschedule more than 10 calendar days before the course date will be considered by Sirius subject to instructor availability, venue arrangements and costs already incurred. Sirius reserves the right to apply the cancellation provisions in Clause 6 where appropriate.

8. Maximum Delegate Numbers

8.1 Every training course is subject to a maximum number of delegates. The specified maximum must not be exceeded.

8.2 The maximum number applicable to the particular course will be detailed in the quotation and/or course confirmation issued by Sirius.

8.3 Maximum delegate numbers may be determined by Sirius having regard to the nature and content of the course, training methods, practical training, available equipment, health and safety requirements, assessment requirements and the need to provide effective instruction and supervision.

8.4 For certain courses, maximum delegate numbers may be prescribed by an external awarding organisation, certification body, regulator or other relevant organisation.

8.5 Where an externally imposed maximum applies, Sirius is required to comply with that requirement and cannot agree to exceed the permitted maximum.

8.6 The Customer is responsible for ensuring that the number of delegates attending does not exceed the maximum number specified.

8.7 Sirius and/or the instructor reserves the right to refuse attendance to any additional person whose attendance would cause the maximum permitted number to be exceeded.

8.8 No refund, reduction or credit against the course fee will be due where an additional delegate is unable to participate because the maximum permitted number has been reached.

8.9 Customers wishing to train more delegates than the permitted maximum should contact Sirius in advance. Where practicable, Sirius may offer an additional course, additional session or other suitable arrangement at an additional fee.

9. Training at Customer Premises

9.1 Where training is delivered at premises supplied or arranged by the Customer, the Customer is responsible for providing an appropriate environment in which the course can be delivered safely and effectively.

9.2 The training room must be of sufficient size for all delegates and practical exercises; clean, safe, adequately lit, heated and ventilated as appropriate; reasonably free from noise, interruptions and other distractions; furnished with suitable chairs for all delegates and a suitable table and chair for the instructor; have access to a suitable mains electricity supply where required; and have suitable toilet facilities within reasonable proximity.

9.3 For practical courses, sufficient clear floor space must be provided for the exercises and assessments required.

9.4 First Aid and Basic Life Support courses, for example, may require delegates to undertake CPR, recovery position and other practical exercises at floor level.

9.5 The Customer must advise Sirius in advance of circumstances which may affect delivery of the training, including access restrictions, security requirements, parking restrictions, building works, excessive noise or other activities taking place at the premises.

9.6 Where the facilities provided are unsuitable, unsafe or insufficient for the training or required assessments to be properly undertaken, Sirius reserves the right to delay, modify or, where reasonably necessary, discontinue the training.

9.7 Where this results from the Customer's failure to provide suitable facilities, the full course fee will remain payable.

10. Instructor Parking and Access

10.1 Instructors may need to transport substantial quantities of training equipment, particularly for practical courses.

10.2 Where training takes place at the Customer's premises, the Customer is therefore expected to provide a suitable parking space for the instructor immediately adjacent to, or as close as reasonably practicable to, the premises where the training will take place.

10.3 The Customer must notify Sirius in advance if suitable parking cannot be provided or if there are access restrictions, loading restrictions, parking charges, permits, security procedures or other requirements affecting access.

10.4 Parking charges or other access costs incurred because suitable parking has not been provided may be charged to the Customer.

11. Delegate Information

11.1 The Customer must provide Sirius with the required details of all delegates in advance of the training and by any deadline specified by Sirius.

11.2 Unless otherwise advised, the required information for each delegate includes first name, last name, job role and individual email address.

11.3 This information enables Sirius to administer the course and, where appropriate, provide joining instructions, course information and assessment information directly to delegates.

11.4 The Customer is responsible for ensuring that all delegate information supplied is complete and accurate, including the correct spelling of names and correct email addresses.

11.5 The Customer must ensure that it is entitled to provide the delegate information to Sirius for the purposes of administering and delivering the training.

11.6 Sirius reserves the right to refuse attendance to any person whose required details have not been supplied in advance.

12. Delegate Attendance

12.1 To qualify for certification, delegates must attend and participate in the full required training session.

12.2 Delegates must arrive in sufficient time for the scheduled start and remain until the required training has been completed.

12.3 A delegate who arrives late or leaves before the required end of the course may be unable to meet the attendance requirements for certification.

12.4 Sirius and/or the instructor reserves the right not to issue a certificate where the required attendance has not been completed.

12.5 No refund or reduction in the course fee will be made where a delegate fails to attend, arrives late, leaves early or otherwise fails to complete the course.

13. Assessments and Certification

13.1 Attendance at a course does not itself guarantee the award of a certificate where the course includes attendance, assessment or competency requirements.

13.2 To receive the relevant course certificate, each delegate must attend the full required training session; satisfactorily participate in the course; successfully complete any required practical assessment to the applicable standard; and successfully complete any other required assessment.

13.3 Depending upon the course, assessment may include practical assessment, a written examination or assessment paper, an online multiple-choice assessment or another appropriate assessment method.

13.4 Where an awarding organisation, certification body or other external organisation specifies requirements for successful completion, those requirements will apply.

13.5 Sirius cannot guarantee that every delegate will successfully complete or pass a course.

14. Delegate Conduct

14.1 Delegates are expected to behave appropriately and must not interfere with the learning, safety or wellbeing of other delegates or the instructor.

14.2 Sirius or its instructor may require a delegate to leave a course where, in the instructor's reasonable opinion, the delegate's behaviour is unsafe, abusive, disruptive or otherwise prevents effective delivery of the training.

14.3 No refund will be due where a delegate is removed from a course for such reasons.

15. Delegate Fitness, Accessibility and Practical Activities

15.1 Some courses involve physical or practical activities.

15.2 Customers and delegates are responsible for informing Sirius in advance of circumstances that may reasonably require an adjustment to enable a delegate to participate safely and effectively in the training.

15.3 Sirius will seek to make reasonable adjustments where appropriate and practicable. However, any mandatory competence or assessment standards applicable to certification must still be satisfied.

16. Certificate Information, Corrections and Replacements

16.1 Certificates will normally be produced using information supplied by the Customer and/or delegate.

16.2 The Customer and delegates are responsible for supplying accurate and legible information, including the correct spelling of names.

16.3 Where a certificate has to be corrected and re-issued because the Customer or delegate supplied incorrect, incomplete or unreadable information, Sirius reserves the right to make an administration charge for updating its records, correcting the information and producing and issuing a replacement certificate.

16.4 Sirius also reserves the right to make an administration charge for issuing a duplicate, replacement or copy certificate where the original course took place more than three months previously.

16.5 The applicable administration charge will be advised when the correction, duplicate or replacement certificate is requested.

17. Virtual Training

17.1 Where training is delivered virtually, the Customer is responsible for ensuring that each delegate has suitable equipment, software and an adequate internet connection to participate fully.

17.2 Delegates may be required to have a computer, laptop or other suitable device with working audio and, where required, a camera.

17.3 Delegates are responsible for joining the virtual session at the specified time and following the joining instructions provided.

17.4 Where identification, attendance monitoring, participation or assessment is required, delegates must comply with reasonable instructions from the instructor, which may include keeping their camera switched on for some or all of the course.

17.5 Sirius cannot accept responsibility for a delegate's inability to participate because of the failure or inadequacy of the Customer's or delegate's equipment, internet connection, network, firewall, software or other technology outside Sirius's reasonable control.

17.6 Where a delegate is unable to complete required attendance or assessment because of such problems, certification cannot be guaranteed and the course fee will remain payable.

18. Training at Sirius or Third-Party Venues

18.1 Where Sirius provides or hires the training venue, delegates must comply with reasonable health and safety, security and conduct requirements applicable to that venue.

18.2 Sirius may substitute a venue where reasonably necessary, provided the replacement is reasonably suitable for delivery of the course.

18.3 Sirius will endeavour to notify the Customer promptly of any material change of venue.

19. Cancellation or Changes by Sirius

19.1 Sirius will make reasonable efforts to deliver confirmed training on the agreed date.

19.2 Circumstances may occasionally make this impossible, including instructor illness, severe weather, transport disruption, venue problems, equipment failure or other unforeseen circumstances.

19.3 Sirius reserves the right, where reasonably necessary, to substitute an appropriately qualified instructor; change the training venue; change the method of delivery where appropriate and agreed with the Customer; or postpone or cancel a course.

19.4 Where Sirius cancels a course and cannot provide an acceptable alternative date, any course fee already paid for the cancelled training will be refunded.

19.5 Except where required by law, Sirius will not be responsible for consequential costs incurred by the Customer or delegates as a result of a course being postponed, relocated or cancelled, including travel, accommodation or loss of working time.

20. Force Majeure

20.1 Neither party will be liable for a failure or delay in performing its contractual obligations where the failure or delay results from circumstances beyond its reasonable control.

20.2 Such circumstances may include severe weather, natural disasters, fire, flood, epidemic or pandemic restrictions, acts or restrictions of government or public authorities, widespread transport disruption, failure of essential utilities or telecommunications, civil disturbance or other comparable events.

20.3 The parties will use reasonable efforts to minimise the effect of such circumstances and, where appropriate, seek to agree an alternative date or method of delivery.

21. Health and Safety

21.1 Sirius instructors will comply with reasonable health and safety requirements notified to them by the Customer when working at Customer premises.

21.2 The Customer remains responsible for the safety and suitability of its premises and for notifying Sirius of relevant hazards, emergency procedures, security arrangements or site-specific requirements.

21.3 Nothing in the provision of training transfers the Customer's statutory health and safety responsibilities to Sirius.

22. Intellectual Property and Training Materials

22.1 Unless otherwise stated, intellectual property rights in course materials produced by Sirius remain the property of Sirius or the relevant third-party rights holder.

22.2 Course materials supplied to delegates are for their personal learning and reference purposes.

22.3 Course materials must not, without prior written permission, be copied, reproduced, published, uploaded, sold, distributed, used to provide training to others or otherwise commercially exploited.

22.4 Virtual or face-to-face training sessions must not be audio recorded, video recorded, photographed, streamed or otherwise reproduced without Sirius's prior written consent.

23. Data Protection

23.1 Sirius will process personal information supplied in connection with training for purposes including course administration, communications with delegates, assessment, certification, maintenance of training records and compliance with applicable legal or awarding-body requirements.

23.2 Sirius will handle personal information in accordance with applicable data protection legislation and its privacy policy.

23.3 The Customer is responsible for ensuring that it has an appropriate lawful basis for providing delegate personal information to Sirius and for informing delegates that their information will be supplied to Sirius for training administration and related purposes.

23.4 Sirius may provide relevant delegate information to an awarding organisation, certification body or other organisation involved in administration or certification of a course where this is necessary.

24. Liability

24.1 Sirius will exercise reasonable care and skill in providing its training services.

24.2 Training is intended to provide delegates with knowledge and skills relevant to the particular course. The Customer remains responsible for determining whether a course is appropriate for its requirements and for ensuring that its organisation and personnel comply with applicable laws, regulations, policies and workplace procedures.

24.3 Nothing in these Terms & Conditions excludes or limits liability where such liability cannot lawfully be excluded or limited, including liability for death or personal injury caused by negligence or liability for fraud or fraudulent misrepresentation.

24.4 Subject to Clause 24.3 and to the extent permitted by law, Sirius will not be liable for indirect or consequential loss, loss of profit, loss of revenue, loss of business or loss of anticipated savings arising from the provision of training.

25. Customer Responsibilities

25.1 The Customer is responsible for ensuring that the course booked is appropriate for its delegates and requirements; delegates receive relevant joining information; accurate delegate information is supplied within the required timescale; delegates are available for the full duration; the maximum permitted number of delegates is not exceeded; appropriate facilities are provided at Customer-arranged premises; and Sirius is informed in advance of relevant access, parking, safety, accessibility or other requirements.

26. Complaints

26.1 Any concern regarding delivery of a course should, where possible, be raised with the instructor at the time so that an opportunity exists to address it promptly.

26.2 Formal complaints should be submitted to Sirius in writing with sufficient information to enable the matter to be investigated.

26.3 Sirius will investigate complaints reasonably and respond in accordance with its applicable complaints procedure.

27. Entire Agreement

27.1 These Terms & Conditions, together with the applicable quotation, proposal, course confirmation and any documents expressly incorporated into them, constitute the agreement between Sirius and the Customer concerning the training services.

27.2 Any variation to these Terms & Conditions must be agreed in writing by Sirius.

28. Severability

28.1 If any provision of these Terms & Conditions is found to be invalid or unenforceable, the remaining provisions will continue in effect.

29. No Waiver

29.1 A failure or delay by Sirius in exercising any right under these Terms & Conditions will not constitute a waiver of that right.

30. Governing Law and Jurisdiction

30.1 These Terms & Conditions and any dispute or claim arising from them or the provision of training services will be governed by the laws of England and Wales.

30.2 The courts of England and Wales will have jurisdiction in relation to any dispute or claim arising from these Terms & Conditions, subject to any mandatory legal requirements to the contrary.

Company Details

Company	Sirius Business Services Ltd
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