



Velocity Training - Booking Terms and Conditions

By booking any course with Velocity Training, you (the client) and any delegates agree to the following terms.

1) Scope

These Terms apply to all training delivered by Velocity Training, including public courses, in-house courses, and online/virtual sessions.

2) Key Definitions

- Client: Person or organisation booking training.
- Delegate: Person attending the course.
- Course: Any training, assessment, or certification delivered by us.
- Public Course: Open, scheduled courses for multiple clients.
- In-House Course: Private training delivered exclusively for a client.

3) Booking & Confirmation

- Bookings can be made via phone, email, or our website.
- All bookings are provisional until confirmed by email.
- We may decline bookings if prerequisites are not met or for capacity reasons.

4) Prices & Payment

- All prices are exclusive of VAT unless stated.
- Payment Terms:
 - B2B: Invoice payable 30 days EOM.
 - B2C/Individuals: Full payment required at booking.
- Certificates, results, and joining instructions may be withheld until payment is received.
- Late payments may incur statutory interest under the Late Payment of Commercial Debts (Interest) Act 1998 (B2B).

5) Delegate Substitutions & Transfers

- Substitutions: Delegates may be substituted up to 1 business day before the course at no extra cost.
- Transfers: Subject to availability and cancellation fees (see section 6).

6) Cancellation, Transfer & No-Shows

Client Cancellations:

- 21+ days: No charge
- 14–20 days: 25% fee
- 7–13 days: 50% fee
- Under 7 days or no-show: 100% fee

Transfers: Treated as cancellations and re-bookings under the same schedule.

Exceptions: We may waive or reduce fees in exceptional circumstances at our discretion.

All requests must be made in writing (email is sufficient).

7) Changes by Us

- We may reschedule, change venue, switch delivery format, or substitute trainers if necessary.
- If a course is cancelled with no suitable alternative, a full refund will be issued.
- We are not liable for indirect costs such as travel, accommodation, or lost earnings.

8) Prerequisites & Joining Instructions

- Some courses require PPE, ID, prior knowledge, or English proficiency.
- Requirements will be listed in the joining instructions.
- Failure to meet prerequisites may result in refusal of entry, with fees applied as per section 6.

9) Attendance, Conduct & Safety

- Delegates must arrive on time. Certain courses may refuse late arrivals.
- Delegates must follow all safety instructions and behave respectfully.
- Unsafe, abusive, or disruptive delegates may be removed without refund.

10) Assessment, Results & Certification

- Completion and certification depend on delegate performance.
- Certificates will be issued within 28 days of course completion and payment.
- Replacement certificates may incur a small administration fee.
- Awarding body rules (IPAF, PASMA, etc.) take priority where applicable.

11) Certification Validity & Re-Certification

- Many certifications (e.g., IPAF, PASMA) have expiry dates.
- It is the client's responsibility to ensure delegates renew before expiry.

12) Intellectual Property

- All training materials remain our property or that of the awarding body.

- Delegates may not copy, record, share, or distribute materials without permission.
- Recording sessions (including virtual) is prohibited unless authorised.

13) Data Protection & Privacy

- Personal data is handled in accordance with UK GDPR.
- Data may be shared with awarding bodies for certification purposes.
- Records are retained for 5 years or as required by accreditation rules.
- A full Privacy Notice is available on request.

14) Accessibility & Special Requirements

- Inform us of any support needs at least 7 days before the course.
- Reasonable adjustments will be considered but cannot compromise safety or accreditation rules.

15) Health & Safety / Physical Activity

- Some courses involve physical activity.
- Delegates must wear suitable clothing and PPE.
- Any medical or physical concerns must be raised in advance.
- We reserve the right to refuse participation if safety may be compromised.

16) Virtual/Remote Delivery Requirements

- Delegates must have a stable internet connection, webcam, microphone, and quiet environment.
- Cameras may be required for ID, attendance, and assessment integrity.
- Tech failures resulting in non-attendance are subject to section 6 fees.

17) Liability

- Nothing limits liability for death, personal injury, or other non-excludable legal liabilities.
- Our total liability is limited to the course fee paid for the affected booking.
- We accept no liability for indirect or consequential losses.

18) Force Majeure

We are not liable for delays or cancellations caused by events outside our control, including extreme weather, strikes, power cuts, illness, or government restrictions. We will reschedule where possible.

19) Complaints

- Complaints should be raised promptly with the trainer or emailed to us at info@velocity-training.co.uk.
- We aim to acknowledge complaints within 2 working days and resolve them within 10 working days.

20) Governing Law

These Terms are governed by the laws of England & Wales. Any disputes will be subject to the exclusive jurisdiction of the courts of England & Wales.

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