



Terms and Conditions

These terms and conditions form the basis on which you can visit our website, and book training, audits, packages or reflective supervision with us. Please read them carefully, they contain important information, including your cancellation rights.

General

This website is owned and operated by Safeguarding Support Limited, company number 11015008, registered office Floor 1, 1 Market Street, Bingley, West Yorkshire, BD16 2HP ('we', 'our', 'us'). If you have any query, comment or complaint about these terms, our website, or a booking, contact us at admin@safeguardingsupport.com or 01274 752299.

These terms apply to bookings made through our online shop, and to training, audits, safeguarding packages and reflective supervision booked directly with us, for example by a school or organisation, whether paid by card at the time of booking or by invoice.

1. The Contract Between Us

Where you book and pay through our online shop, payment of the price represents an offer to purchase the service, which we accept only when we send confirmation of that acceptance; a legally binding contract is formed at that point, not before.

Where a booking is made directly with us, for example by a school arranging training, an audit, a safeguarding package, or reflective supervision, a legally binding contract is formed once we've confirmed the booking in writing (by email or a written proposal/order confirmation), whether payment is taken by card at the time or invoiced separately.

2. Acknowledgement of Your Order

To process your order we'll need your email address. We'll notify you by email as soon as possible to confirm receipt of your order and confirm details. This acknowledgement does not, by itself, constitute a contract between us.

3. Ownership of Rights

All rights, including copyright, in this website are owned by or licensed to Safeguarding Support Limited. You may not copy, store, modify, distribute or repost any part of this website other than for your own personal, non-commercial use, without our permission.

4. Accuracy of Content

We take care in preparing the content of this website, in particular to ensure prices are correct at the time of publishing and that our services are described accurately.

5. Website Use and Liability

We try to keep this website free from viruses or defects, but cannot guarantee your use of it, or any site accessible through it, will not cause damage to your computer or device. It's your responsibility to ensure you have suitable equipment to use the website. Except where caused by our negligence, we're not liable for any loss or damage to computer equipment arising from use of this website.

6. Availability

We'll provide services within an agreed timescale. Where no specific date is fixed for training, an audit, or another service, time is not of the essence of the contract.

7. Ordering Errors

Where you book through our online shop, you can correct errors on your order up to the point you click 'submit' during the ordering process. Where you book directly with us, please check your written confirmation carefully and let us know immediately if anything is incorrect.

8. Price

Prices for services booked through our online shop are as set out on our website at the time of booking, and are subject to VAT at the current rate. Prices for training, audits, packages and reflective supervision booked directly with us will be confirmed in writing before a booking is accepted, and are also subject to VAT at the current rate.

9. Payment Terms

For online shop bookings, payment is taken at the time of order by card or another payment method offered at checkout. For training, audits, packages and reflective supervision booked directly with us, we may take payment at the time of booking, or raise an invoice, which is payable within the terms stated on that invoice unless otherwise agreed in writing.

We accept no liability if a service is delayed because incorrect registration and/or payment details were provided. If a purchase order or full payment cannot be obtained, we may refuse to process an order, or suspend further services, without affecting any other rights we may have.

10. Cancellation Rights

The notice periods below apply to cancellations, unless a different notice period has been agreed in writing for a specific booking.

10.1 Public/open training courses

If you wish to cancel a place on a public training course, for any reason, we reserve the right to recover fees according to how much notice we receive:

- 7 or more days before the confirmed training date: full refund
- 6 to 2 days before the confirmed training date: 80% of the fee refunded
- 1 day or less before the confirmed training date: 50% of the fee refunded
- Non-attendance on the day: no refund

A substitute delegate may attend in your place, or your place may be rescheduled to an alternative date, at no extra cost. Contact admin@safeguardingsupport.com to arrange this.

10.2 Bespoke or exclusive training

If training arranged exclusively for you or your organisation is cancelled or postponed at your request, we reserve the right to recover fees according to how much notice we receive:

- 15 or more days before the confirmed training date: full refund
- 8 to 14 days before the confirmed training date: 80% of the fee refunded
- 7 days or less before the confirmed training date: 50% of the fee refunded
- Cancellation on the day: no refund

10.3 Safeguarding audits

Audits are arranged exclusively for your setting/organisation on a confirmed date, and the same notice periods apply as for bespoke training (clause 10.2 above): full refund with 15 or more days'

notice, 80% with 8 to 14 days' notice, 50% with 7 or fewer days' notice, and no refund for cancellation on the day.

10.4 Reflective supervision

If you wish to cancel an individual reflective supervision session, for any reason, we reserve the right to recover fees according to how much notice we receive, using the same notice periods as for public training courses (clause 10.1 above): full refund with 7 or more days' notice, 80% with 6 to 2 days' notice, 50% with 1 day or less notice, and no refund for non-attendance. A session may be rescheduled to an alternative date at no extra cost by contacting admin@safeguardingsupport.com.

10.5 Safeguarding packages

Safeguarding packages are ongoing arrangements, and specific terms, including notice period to cancel or vary a package, will be confirmed in writing when the package is agreed. Where no specific terms have been agreed, either party may terminate a package by giving 30 days' written notice.

10.6 How to cancel

To cancel a booking, notify us in writing, by post to Safeguarding Support Limited, Floor 1, 1 Market Street, Bingley, BD16 2HP, or by emailing admin@safeguardingsupport.com.

11. Cancellation by Us

We reserve the right not to process, or to cancel, an order if we have insufficient staff or resources to deliver the service, if the service was listed at an incorrect price due to a genuine error, or in other exceptional circumstances beyond our reasonable control. Where this happens, we'll notify you by email and refund any sum already paid as soon as possible, and in any event within 14 days.

12. If There Is a Problem With the Services

If you have any question or complaint about our services, please contact us at admin@safeguardingsupport.com or 01274 752299. We're under a legal duty to supply services that conform with this contract and with the Consumer Rights Act 2015, where that Act applies.

13. Liability

We're only responsible for losses that are a natural, foreseeable consequence of our breach of these terms. We don't accept liability for delay caused by something you (or someone acting with your authority) does or fails to do, or by events beyond our reasonable control, nor for losses related to your own business, including lost data, profits, revenue or business interruption.

Nothing in these terms limits any right you have as a consumer under applicable law, or excludes or limits our liability for death or personal injury caused by our negligence, or for fraud.

14. Notices

Unless stated otherwise, all notices from you to us must be in writing, sent to admin@safeguardingsupport.com. Notices from us to you will be sent by email or displayed on our website from time to time.

15. Changes to These Terms

We may update these terms from time to time; please check them periodically. Changes won't affect a booking already confirmed under the terms in place at the time.

16. Law, Jurisdiction and Language

This website, its content, and any contract formed through it are governed by English law. Both parties agree to the exclusive jurisdiction of the courts of England and Wales, and all contracts are concluded in English.

17. Invalidity

If any part of these terms is found unenforceable, including any liability exclusion, the rest of these terms remain in effect.

18. Privacy

You acknowledge and agree to be bound by our Privacy Notice, which explains how we collect and use personal data.

19. Third Party Rights

Nothing in these terms is intended to, or does, confer any right on a third party.