

Terms and Conditions for 2WARDS LIMITED

Effective Date: June 17, 2025

These Terms and Conditions ("Terms") govern your use of the services provided by 2WARDS LIMITED, a company registered in England and Wales under company number **16153433** with its registered office at **251-253 Burnt Oak Broadway, Edgware, England, HA8 5ED** ("the Centre," "we," "us," or "our"). By enrolling in our courses, engaging our consultancy services, or otherwise using our services, you agree to be bound by these Terms.

1. Definitions

- **"Client," "Participant," "Trainee," "You"**: Refers to any individual, company, or organisation enrolling in a training course, engaging consultancy services, or otherwise using the Centre's services.
- **"Services"**: Refers to all training courses, workshops, seminars, consultancy services, and any other offerings provided by the Centre, including those delivered digitally.
- **"Course"**: Refers to a specific training program offered by the Centre, whether delivered in-person or digitally.
- **"Digital Course"**: Refers to a course delivered entirely online, which may include live virtual sessions, pre-recorded content, interactive exercises, and online assessments.
- **"Consultancy Engagement"**: Refers to a specific project or service delivered by the Centre in an advisory or expert capacity.
- **"Digital Certificate"**: Refers to an electronic certificate of completion or attendance issued by the Centre.

2. Course Enrolment and Booking

2.1. **Registration**: All participants must complete a registration form, either online or in person, providing accurate and complete information.

2.2. **Payment**: Full payment for courses or consultancy services is required in advance, unless otherwise agreed in writing (e.g. for corporate clients with credit terms). Payment methods accepted will be specified at the time of booking.

2.3. **Confirmation**: Enrolment is confirmed only upon receipt of full payment and issuance of a confirmation email or document from the Centre. For Digital Courses, this confirmation will include details on how to access the course.

2.4. **Minimum Enrolment**: The Centre reserves the right to cancel or reschedule a course (both in-person and digital) if the minimum number of participants is not met. In such cases, participants will be offered a full refund or the option to transfer to another course.

3. Digital Delivery of Training (Digital Courses)

3.1. **Access:** Upon confirmation of booking and payment, participants will be provided with instructions and credentials to access the Digital Course platform. This access is typically granted for a specified duration as detailed in the course description or confirmation.

3.2. **Technical Requirements:** It is the participant's responsibility to ensure they have the necessary hardware (e.g. computer, webcam, microphone), software (e.g. specific browsers, video conferencing tools), and stable internet connectivity to participate in Digital Courses. The Centre will provide minimum technical specifications where applicable.

3.3. **System Compatibility:** The Centre is not responsible for technical issues arising from the participant's equipment, internet service, or network configurations. While we will endeavour to provide support, resolution of such issues remains the participant's responsibility.

3.4. **Course Content Updates:** The Centre reserves the right to update, modify, or remove course content, modules, or features of Digital Courses to ensure accuracy, relevance, and quality.

3.5. **User Accounts:** Participants are responsible for maintaining the confidentiality of their login credentials and for all activities that occur under their account. You must notify the Centre immediately of any unauthorised use of your account.

3.6. **Recording of Sessions:** Live virtual sessions may be recorded for quality assurance, internal training, or for participants who are unable to attend the live session. By participating in a live session, you consent to being recorded. Recordings will be handled in accordance with our Privacy Policy.

4. Consultancy Services

4.1. **Scope of Work:** The scope of consultancy services will be clearly defined in a separate proposal, agreement, or Statement of Work (SOW), which will form an integral part of these Terms.

4.2. **Fees:** Consultancy fees will be outlined in the proposal or SOW and may include daily rates, project-based fees, or other agreed-upon structures. Payment terms (e.g. upfront, milestones, monthly) will also be specified in the SOW.

4.3. **Client Cooperation:** The success of consultancy engagements often depends on the timely provision of information, access to personnel, and other resources from the Client. Delays caused by the Client may impact project timelines and costs, for which the Centre reserves the right to adjust its fees accordingly.

5. Cancellations, Refunds, and Transfers

5.1. Cancellations by Participant (Training Courses):

* **Consumer Rights (Individuals):** If you are an individual consumer (not booking on behalf of a business), you may have a right to cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 for online or distance bookings. You can cancel your order within 14 days of booking ("cooling-off period"). However, if the course (including Digital Courses) starts or you access significant course materials/content (e.g. login to the online platform, download course materials) within this 14-day period, and you

acknowledge that this will lead to a loss of your right to cancel, you will lose your right to cancel and may be liable for the full fee.

*** Beyond Cooling-Off Period / Business Bookings:**

* Cancellations received more than 28 days prior to the course start date (or date of digital access) will receive a full refund, less an administrative fee of 10% of the course fee (minimum £100).

* Cancellations received between 14 and 28 days prior to the course start date (or date of digital access) will receive a 50 % refund.

* Cancellations received less than 14 days prior to the course start date (or date of digital access) or failure to attend/access the course will result in no refund.

* No refunds will be issued for partial attendance, early departure, or partial completion of a course (including Digital Courses).

5.2. Cancellations by Participant (Consultancy Services): Cancellation terms for consultancy engagements will be specified in the individual service agreement or SOW, considering the nature and progress of the work, and may include break fees or charges for work already performed.

5.3. Transfers (Training Courses): Participants may request to transfer their enrolment to a future identical course offering (if available) by providing written notice at least 14 days prior to the original course start date (or date of digital access). A transfer fee of £ 75 may apply. Transfers are subject to availability and discretion of the Centre. Only one transfer per enrolment is permitted.

5.4. Substitutions (Training Courses): A substitute participant may attend in place of the original registrant at no additional charge, provided the Centre is notified in writing at least 10 business days prior to the course start date, and the substitute meets any pre-requisite criteria.

5.5. Cancellations by the Centre: The Centre reserves the right to cancel or reschedule any course (in-person or digital) or consultancy engagement due to unforeseen circumstances, including but not limited to instructor illness, insufficient enrolment, or force majeure events. In such cases, participants will be offered a full refund or the option to transfer to an alternative date or course. The Centre will not be liable for any other costs incurred by the participant (e.g. travel, accommodation, lost earnings, internet costs).

6. Digital Certificates

6.1. Why Certificates are Digital Only:

* **Environmental Responsibility:** Issuing digital certificates significantly reduces paper waste and our carbon footprint. We are committed to sustainable practices in line with global environmental efforts.

* **Accessibility and Convenience:** Digital certificates can be easily accessed, shared (e.g. email), and verified online from anywhere, anytime. This eliminates the risk of physical loss, damage, or postal delays, which is particularly beneficial for our international clients and those participating in Digital Courses.

* **Authenticity and Security:** Digital certificates are securely issued and often employ unique verification methods (e.g. blockchain integration, unique QR codes, or verifiable links) making them highly verifiable for authenticity and significantly less susceptible to fraud than physical certificates. This provides greater assurance to employers and academic institutions.

* **Cost Efficiency:** Focusing on digital issuance allows us to allocate resources more effectively to improve our training programs and services, rather than incurring significant costs associated with printing, handling, and international shipping of physical certificates. This contributes to keeping our course fees competitive and allows us to invest more in content development and learning technology.

6.2. **Issuance:** Upon successful completion of a course and fulfilment of all course requirements (e.g., attendance, assessments, project submissions), eligible participants will receive a digital certificate via email within 10-15 business days.

6.3. **Replacement/Re-issuance Charges:**

* **Initial Digital Certificate:** The initial digital certificate is provided free of charge upon successful course completion.

* **Replacement/Re-issuance of Digital Certificate:** While digital certificates are designed for easy retrieval and storage, in the event you require a re-issuance due to accidental deletion, loss of access to the original email, or other reasons, a charge of **£55** will apply for administrative processing and re-sending. This charge covers the administrative time and effort involved in verifying your completion records and re-generating the unique digital certificate link/file, ensuring its integrity and secure delivery. Replacement requests must be made in writing to the 2WARDS LIMITED admin team and include full name, course title, and date of completion. 2WARDS LIMITED will liaise with the Awarding Organisation if required, but responsibility for re-issue ultimately lies with the relevant Awarding Body's policy.

* **Request for Physical Certificate (Special Circumstance):** In exceptional and pre-approved circumstances (e.g. specific regulatory requirements in a participant's country that mandate a physical copy), a participant may formally request a physical copy of their certificate. Such requests are subject to approval by the Centre and will incur a printing, handling, and shipping fee of **£10** (for UK addresses) or **£50** (for international addresses, depending on location and courier costs), payable in advance. This covers the material costs, administrative processing, and secure, tracked postal/courier service to ensure safe delivery.

7. **Intellectual Property**

7.1. All course materials (digital and physical), consultancy reports, methodologies, software, presentations, assessments, pre-recorded lectures, and other intellectual property provided by the Centre are and shall remain the exclusive property of 2WARDS LIMITED or its licensors.

7.2. Participants are granted a non-exclusive, non-transferable, revocable license to use the course materials for their personal educational and internal non-commercial use only.

7.3. Reproduction, distribution, modification, public display, commercial exploitation, creation of derivative works, or sharing of login credentials for any Centre intellectual property without prior express written consent is strictly prohibited.

8. Participant Conduct

8.1. Participants are expected to behave professionally, respectfully, and in a non-discriminatory manner towards instructors, staff, other participants, and any venue staff (physical or virtual).

8.2. The Centre operates a zero-tolerance policy towards harassment, bullying, or any form of discriminatory behaviour, whether in-person or within online learning environments.

8.3. The Centre reserves the right to remove any participant from a course (including revoking access to Digital Courses) or terminate a consultancy engagement without refund if their conduct is disruptive, offensive, illegal, violates Centre policies, or puts others at risk.

9. Limitation of Liability

9.1. Nothing in these Terms shall limit or exclude our liability for death or personal injury caused by our negligence, or for fraud or fraudulent misrepresentation, or for any other liability which cannot be lawfully limited or excluded under English law.

9.2. Subject to Clause 9.1, to the fullest extent permitted by law, 2WARDS LIMITED shall not be liable for any indirect, incidental, special, consequential, or punitive damages, or any loss of profits or revenues, whether incurred directly or indirectly, or any loss of data, use, goodwill, or other intangible losses, resulting from (a) your access to or use of or inability to access or use the services (including Digital Courses); (b) any conduct or content of any third party on the services; (c) any content obtained from the services; or (d) unauthorized access, use, or alteration of your transmissions or content.

9.3. Subject to Clause 9.1, the aggregate liability of 2WARDS LIMITED for any claim arising out of or in connection with these Terms or the Services, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no event exceed the amount paid by you for the specific service giving rise to the claim.

9.4. We make every effort to ensure the accuracy of information provided in our courses and consultancy, but we do not warrant that all information will be error-free or suitable for every specific purpose. Participants/Clients are responsible for applying the knowledge gained appropriately to their own circumstances.

10. Data Protection and Privacy

10.1. The Centre collects and processes personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

10.2. Our Privacy Policy, available on our [website](#), details how we collect, use, store, and protect your personal information, as well as your rights concerning your data. By agreeing to these Terms, you also agree to our Privacy Policy.

11. Governing Law and Jurisdiction

11.1. These Terms and Conditions are governed by and interpreted in accordance with the laws of England and Wales.

11.2. Any disputes arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales. This choice of law and jurisdiction applies regardless of the international location of the Client/Participant.

12. Force Majeure

12.1. The Centre shall not be liable for any failure or delay in performing its obligations under these Terms where such failure or delay results from any cause beyond its reasonable control, including, but not limited to, acts of God, war, riot, embargoes, acts of civil or military authorities, fire, floods, accidents, strikes, widespread internet outages, or shortages of transportation, facilities, fuel, energy, labour, or materials.

13. Entire Agreement

13.1. These Terms, together with any applicable Course/Consultancy Agreement, SOW, Privacy Policy, and booking confirmation, constitute the entire agreement between you and the Centre concerning the Services and supersede all prior or contemporaneous communications, representations, or agreements, whether oral or written.

14. Severability

14.1. If any provision of these Terms is found by any court or administrative body of competent jurisdiction to be invalid, unenforceable, or illegal, the other provisions shall remain in force.

15. Amendments to Terms

15.1. The Centre reserves the right to update or modify these Terms and Conditions at any time. Any changes will be posted on our website and will be effective immediately upon posting.

15.2. Your continued use of our services after any such changes constitutes your acceptance of the new Terms. We recommend reviewing these Terms periodically.

16. Contact and Complaints Procedure

16.1. Learners can contact us at any time via:

2WARDS LIMITED

Email: contact@2wards.co

Phone: 02089528721

Website: <https://2wards.co/>

16.2. Formal complaints must be submitted in writing. We aim to resolve all complaints in line with our published **Complaints and Appeals Policy**, on our [website](#)

17. Contact Information

If you have any questions about these Terms and Conditions, please contact us at:

2WARDS LIMITED

251-253 Burnt Oak Broadway, Edgware, England, HA8 5ED

Email: contact@2wards.co

Phone: 02089528721

Website: <https://2wards.co/>