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Terms and Conditions

Training & Services Terms and Conditions

Last Updated: April 2026

1. Scope

These Terms and Conditions apply to all services provided by Instill Excellence Ltd, including:

- Training courses
- School visits
- Consultancy support
- Toolkits and resources

2. Booking and Acceptance

- Submission of a booking request does not guarantee a place or service delivery
- Bookings are confirmed only upon written confirmation from Instill Excellence Ltd
- Places are allocated on a first come, first served basis, unless otherwise agreed
- Instill Excellence Ltd reserves the right to decline a booking request

3. Client Cancellation

- Clients may cancel a booking without charge by providing at least 1 calendar month's written notice
- Cancellations must be made in writing (email accepted)

Where less than 1 month's notice is provided:

- The full cost of the service may be charged

At the company's discretion:

- A substitute delegate may be accepted; or
- Charges may be waived in exceptional circumstances

4. Cancellation by Instill Excellence Ltd

Instill Excellence Ltd reserves the right to:

- Cancel or reschedule services where necessary
- Amend delivery arrangements

Where this occurs:

- Clients will be notified as soon as possible
- An alternative date or solution will be offered where feasible

Training courses may be cancelled where there are insufficient bookings. A decision will normally be made at least 7 days prior to delivery.

5. Communication

- All confirmations and updates will be issued via email
- Where a generic email address is provided, the client organisation is responsible for internal communication

6. Payment Terms

- Payment is due within 30 days of invoice
- Full payment terms are available on the company website

7. Attendance and Substitution

- Where a booked delegate is unable to attend, a substitute may be sent where appropriate
- The client must notify Instill Excellence Ltd in advance

8. Complaints

Instill Excellence Ltd is committed to providing high-quality services.

- Clients are encouraged to raise concerns at the earliest opportunity
- Where possible, issues will be resolved at the point of delivery

Full details of our Complaints Management Policy are available on our website.

9. Liability

Instill Excellence Ltd will take all reasonable care in delivering services. However, we are not liable for:

- Indirect or consequential losses
- Circumstances outside of our control

10. Review

These Terms and Conditions will be reviewed periodically and updated as required.