

**Bayliss and Grove Ltd**

## **Website Terms and Conditions**

**Version: 1.1**

**Date: November 2025**

**Owner: Director**

### **1. Introduction**

By accessing and using the Bayliss and Grove Ltd website, you agree to comply with these Terms and Conditions. The site provides information on our services and enables you to book training sessions.

### **2. Booking and Payment**

All training sessions must be booked through our website. Full payment is required at the time of booking unless otherwise agreed in writing. Quotes provided are valid for **30 days** from the date of issue.

### **3. Cancellation and Refunds**

Cancellations must be made in accordance with our **Refund and Cancellation Policy**:

- Cancellations received more than 14 days before the session will receive a full refund.
- Cancellations within 14 days are non-refundable.
- We reserve the right to cancel or reschedule sessions; in such cases, a full refund or alternative date will be offered.

### **4. Liability and Insurance**

Bayliss and Grove Ltd will deliver services with reasonable care and skill. However, we accept no liability for indirect or consequential loss. Clients are responsible for ensuring they have appropriate insurance coverage for their staff and activities during training. We will maintain Public Liability, Professional Indemnity, and Employers' Liability insurance for the duration of our engagement.

### **5. Bespoke Services**

Bespoke sessions, consultancy, and day-rate work operate under a **separate contract**, with specific Terms and Conditions to be agreed and signed off prior to commencement of work.

## **6. Changes to Services**

We may update or modify services and pricing without prior notice. Any confirmed bookings will not be affected by such changes.

## **7. Intellectual Property**

All content on this website, including training materials, remains the property of Bayliss and Grove Ltd and may not be reproduced without permission.

## **8. Governing Law**

These Terms and Conditions are governed by the laws of England and Wales.