



Front Line Communication Training Ltd

Terms and Conditions of Service

For Organisations

Effective Date: 1st January 2026

1. Introduction

1.1 These Terms and Conditions ("Terms") apply to all services provided by FrontLine Communication Training Ltd ("FrontLine", "we", "us", "our").

1.2 These Terms apply to business-to-business (B2B) bookings only. The "Client" means the organisation that books or uses our services.

1.3 By confirming a booking in writing (including email confirmation or purchase order), you agree to be bound by these Terms.

1.4 The version of the Terms in force on the date of booking shall apply.

2. Definitions

2.1 "Course" means the full programme of learning purchased by the Client, including all elements of any blended learning format.

2.2 Where a Course is delivered in a blended format, the first date of the Course shall be deemed to be the e-learning launch date.

2.3 "Workshop" means the live element of a Course, whether delivered online or face-to-face.

2.4 "Delivery" means the full provision of the Course and includes all elements of the blended learning format, including e-learning, live workshops, 1:1 sessions and pre-course requirements.

3. Services

3.1 We provide communication skills and emotional intelligence training, including in-person and virtual workshops, blended learning programmes, agency services, Enrolment Management Services, e-learning platform access, film and video production, and live webinars.

3.2 All services are delivered with reasonable care and professional skill.

3.3 Outcomes depend on participant engagement and organisational context and cannot be guaranteed.

4. Booking & Confirmation

4.1 A booking is confirmed only when we issue a written confirmation and confirm costs.

4.2 Provision of a purchase order number or written confirmation of budget allocation constitutes a binding financial commitment.

4.3 Purchase order numbers must be provided no later than 14 calendar days before Delivery.

4.4 If a purchase order number is not received within this timeframe, we reserve the right to cancel the booking.

4.5 Clients must provide accurate participant numbers and suitable venue details where applicable.

4.6 If a venue is unsuitable, we reserve the right to convert the delivery to a virtual format. Fees remain payable in full.

5. Fees & Payment

5.1 All fees are exclusive of VAT unless stated otherwise.

5.2 Invoices are payable within 30 days of invoice date unless otherwise agreed in writing.

5.3 Late payments accrue interest at 4% above the Bank of England base rate, calculated daily.

5.4 We reserve the right to suspend services for overdue payment.

6. Cancellations & Postponements

6.1 All cancellations must be made in writing.

6.2 Cancellation fees are payable whether an invoice has been issued at the time of cancellation or not.

6.3 Courses & Workshops:

6.3.1 Less than 14 days before Delivery: 100% of the total fee payable.

6.4 Role-Play Actors / Agency Bookings:

6.4.1 10 days or fewer before Delivery: 100% of the total fee payable.

6.5 At our discretion, cancelled bookings may be credited toward a future booking within 6 months of the original date.

7. Delegate Management

7.1 The Client is responsible for managing delegate registrations and informing FrontLine of any delegate cancellations.

7.2 Replacement delegates may be accommodated up to 24 hours before the Workshop, provided the replacement delegate commits to completing all required pre-course elements prior to attendance.

7.3 Pre-course elements may include e-learning modules, 1:1 sessions and pre-course questionnaires.

8. Participant Conduct

8.1 We reserve the right to remove any participant whose behaviour is inappropriate, unsafe, discriminatory, or disruptive.

8.2 No refund will be issued where removal is necessary.

8.3 Training is educational in nature and is not therapy or clinical supervision.

9. Intellectual Property

9.1 All materials, course content, models, frameworks, videos, scripts, slides, workbooks and other intellectual property remain the exclusive property of FrontLine Communication Training Ltd.

9.2 Clients receive a limited, non-exclusive, non-transferable licence to use FrontLine materials strictly for internal organisational purposes and solely in connection with services delivered directly by FrontLine under this agreement.

9.3 Any independent delivery of FrontLine courses is subject to a separate Licensed Delivery Agreement.

10. Marketing & Testimonials

10.1 We may list your organisation as a client unless you request otherwise in writing.

10.2 We may use anonymised testimonials and feedback for marketing purposes.

11. Subcontractors

11.1 Facilitators, actors, and technical personnel are engaged as subcontractors.

11.2 We exercise reasonable care in their appointment but are not liable for independent acts beyond reasonable supervision.

12. Data Protection

12.1 We process personal data in accordance with UK GDPR and our Privacy Policy.

13. Limitation of Liability

13.1 Our total liability shall not exceed the fees paid for the relevant service.

13.2 We exclude liability for indirect or consequential loss.

13.3 Nothing excludes liability that cannot legally be excluded.

13.4 We maintain professional indemnity insurance.

14. Force Majeure

14.1 Neither party shall be liable for delay or failure caused by events beyond reasonable control.

15. Entire Agreement & Governing Law

15.1 These Terms constitute the entire agreement and supersede prior discussions.

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

15.3 The courts of England and Wales shall have exclusive jurisdiction.

15.4 If any provision is invalid, the remainder shall remain in force.

16. Contact

16.1 Front Line Communication Training Ltd

16.2 Office address: 5 Freezes Barns, Steeple Bumpstead, Essex, CB97DJ

16.3 Tel: 0333 050 9479

16.4 [Email: bookings@frontline-communication.com](mailto:bookings@frontline-communication.com)