

Our Terms & Conditions



1. Definition of Expressions

“Services” Shall mean the services to be provided by Above & Beyond.

2. Agreement

Above & Beyond will provide Services under the following terms and conditions and any additional terms and conditions incorporated in the negotiated proposal.

3. Responsibilities of Above & Beyond

Above & Beyond will ensure that they do not disclose confidential information except with prior written consent of a duly authorised employee of the Client, always provided that this provision shall not apply where such information has already become or subsequently becomes public knowledge.

Above and Beyond will release information to appropriate authorities regarding to safeguarding issues or concerns.

Information will also be shared with appropriate authorities if we have concerns about extremism issues.

Above & Beyond warrants that they will devote reasonable efforts and skill in the performance of this Agreement.

When Above and Beyond are unable to fulfil an engagement and a new date cannot be agreed, the fee will be waived.

Above and Beyond staff will all hold valid enhanced DBS checks. All working partners can have sight of our DBS certificates upon request.

Above and Beyond will renew all DBS's every three years

Above and Beyond will take out liability insurances for in excess of £5 million. All the vehicles we use will carry business insurances and have valid MOT's and road tax. Above and Beyond will maintain accurate records of all these – updated annually.

4. Responsibilities of the Client

The Client shall promptly supply to Above & Beyond such information relating to the Client Organisation, as they shall reasonably require.

The client where agreed will supply us with appropriate venues to work from.

Clients will complete and submit to us appropriate referral forms, activity and parental permission forms. These are available from us on our website or upon request.

Clients are expected to take out their own personal belongs insurances or be responsible for the safety and security of their own belongings

5. Charges and Payments

In consideration of the Services provided hereunder, the Client shall pay to Above & Beyond charges in accordance with the negotiated proposal.

Invoices are due for payment within 21 days of invoice date.

All services, once the booking is confirmed, will be subject to a cancellation fee if cancelled by the Client with less than 21 days' notice. If they are cancelled before this time then no fee is due. If they are cancelled with two weeks' notice then 50% of the fee will be charged. If they are cancelled with less than two weeks' notice, then the full fee will be charged.

6. Title, Ownership and Copyright.

Above & Beyond shall retain the copyright to all materials that are the results of Training Services provided. The Client may make sufficient copies of such materials for its own use but shall not, without Above & Beyond's prior consent, make any such materials, or copies thereof, in whole or in part, available to any third party.

7. Publicity

The Client authorises Above & Beyond to identify the Client as a customer of Above & Beyond in any advertising or marketing materials undertaken by Above & Beyond. These shall include but not be restricted to Above & Beyond client reference list, public announcements in newspapers, trade journals and other online publications. Photos will only be used with the Client's agreement and upon receipt of a completed Above and Beyond media permission form.

8. Law

This Agreement and any disputes or claims arising out of or in connection with it shall be governed by, and construed in accordance with, the laws of England and Wales.

9. Complaints Procedure

Above & Beyond tries exceptionally hard to ensure all services are to the highest standard and exceed customer expectations. If you have a genuine complaint about any part of the service provided, please contact us to discuss it. Hopefully any issues can be quickly resolved to your satisfaction.