

Course Terms & Conditions Policy

1. Course Registration & Deposits

A deposit payment is required to secure a place on any course. All deposits are strictly nonrefundable and nontransferable under any circumstances, including nonattendance, change of mind, personal circumstances, work commitments, illness, or inability to complete the course. We will refund deposits if The.Pt.Co Ltd cancel the course.

Course spaces are limited and your place is reserved upon receipt of payment.

2. Course Fees

All remaining course fees must be paid in full before certification is issued.

Learners who fail to complete outstanding payments will not receive certificates, qualification claims, course completion documentation, or practical sign off paperwork.

The.Pt.Co Ltd reserves the right to withhold certification until all outstanding balances have been cleared.

3. Attendance & Participation Learners are expected to attend all required practical and theoretical sessions.

Failure to attend or complete required elements of the course may result in delayed certification, additional assessment requirements, or removal from the course where appropriate.

Additional reassessment or catch-up sessions may incur extra fees.

4. Health, Medical & Physical Readiness

Strength and conditioning, fitness, sports massage, and practical coaching courses involve physical activity.

By enrolling onto the course, learners confirm that they are medically fit to participate, understand the physical demands involved, and have disclosed any relevant injuries, illnesses, medical conditions, disabilities, or limitations before participating.

Learners participate entirely at their own risk.

The.Pt.Co Ltd its staff, coaches, affiliates, venues, and partner organisations accept no liability for injuries, illnesses, medical complications, or losses arising from participation in any course, workshop, assessment, or practical activity.

5. Learner Responsibility Learners are responsible for wearing appropriate clothing and footwear, following all safety instructions, using equipment correctly, and behaving professionally and respectfully towards staff and other learners.

Unsafe, aggressive, inappropriate, or disruptive behaviour may result in removal from the course without refund.

6. Certification

Certificates will only be issued once all course fees have been paid in full, all practical and theory assessments have been successfully completed, and required attendance standards have been met.

Certification timelines may vary depending on awarding organisation processing times.

7. Cancellations & Course Changes

The.Pt.Co Ltd reserves the right to amend course dates, change venues where necessary, reschedule courses due to unforeseen circumstances, or cancel courses where minimum numbers are not met.

Where a course is cancelled by The.Pt.Co Ltd, learners will be offered either an alternative date, a transfer to another course, or a refund of monies paid excluding any non recoverable registration costs where applicable.

8. Liability

The.Pt.Co Ltd accepts no responsibility for personal belongings, travel or accommodation costs, loss of earnings, injuries sustained during practical participation, or pre existing medical issues aggravated during training.

All learners participate voluntarily and accept the inherent risks associated with physical training and practical coaching activities.

9. Photography & Media Photos or videos may

occasionally be taken during courses for educational, promotional, or social media purposes.

Learners who do not wish to appear in media content must notify staff in writing before the course begins.

10. Agreement

By paying a deposit or enrolling onto a course, learners confirm that they have read and understood these Terms & Conditions, agree to abide by all course rules and safety procedures, accept the non refundable deposit policy, and accept responsibility for disclosing any relevant medical conditions or injuries prior to participation.

Data Protection & Privacy Policy

The.Pt.Co Ltd is committed to protecting and respecting the privacy and personal data of all learners, clients, and staff in accordance with UK data protection legislation and GDPR principles.

1. Collection of Information Personal information may be collected for the purpose of course registration, certification, learner support, assessment, safeguarding, and awarding organisation requirements. This may include names, contact details, dates of birth, assessment records, and relevant medical disclosures where necessary.

2. Use of Information

All information collected will only be used for legitimate educational, administrative, certification, and operational purposes connected to The.Pt.Co Ltd and associated awarding organisations.

3. Sharing of Information Learner details and personal information will not be forwarded, sold, distributed, or shared with any third party outside of The.Pt.Co Ltd, Sponsor Ignition, or Focus Awards unless legally required to do so.

Any external requests relating to awarding organisation records, learner certification, or official data requests must be directed through Focus Awards where applicable.

4. Storage & Security

All learner and client data is securely stored on password protected systems and secured files.

Access to personal information is strictly limited to authorised employees and staff members of The.Pt.Co Ltd who require access for operational or educational purposes.

Reasonable measures are taken to protect data against unauthorised access, loss, misuse, or disclosure.

5. Confidentiality

All staff and associates operating on behalf of The.Pt.Co Ltd are expected to maintain confidentiality regarding learner and client information at all times.

6. Retention of Records Records will only be retained for as long as necessary to meet legal, educational, insurance, and awarding organisation requirements.

7. Learner Rights

Learners have the right to request access to their personal information, request corrections to inaccurate data, and request clarification regarding how their information is stored or processed in accordance with applicable data protection laws.

8. Agreement

By enrolling onto a course or providing personal information to The.Pt.Co Ltd, learners acknowledge and accept this Data Protection & Privacy Policy.