

P&I General Services Agreement BUY NOW OPTION



If you have contacted us about any of our training programmes and have decided to use the buy now option, please review this standard services agreement prior to payment. THIS OFFER IS FOR SCHOOLS IN ENGLAND ONLY.

THIS AGREEMENT WIL COVER ALL OF OUR TRAINING OPTIONS SO PLEASE REVIEW THE SECTION FOR THE TRAINING THAT YOU ARE PURCHASING.

Registered Company: PANDI TRAINING LTD
Email: admin@panditraining.co.uk
Website: www.panditraining.co.uk

Registered Address
P&I Training LTD
Unit 10
Andromeda Court
Walker Riverside
Newcastle Upon Tyne
NE6 3UD

SERVICE AGREEMENT
THIS SERVICE AGREEMENT (the "Agreement") dated this day; ***THIS IS THE DATE ONLINE PAYMENT WAS MADE.***

Between...

YOUR ORGANISATION (the "customer").

- AND -

PANDI TRAINING LTD (the "Service Provider").

BACKGROUND:

A. The Customer is of the opinion that the Service Provider has the necessary qualifications, experience and abilities to provide the appropriate services to the Customer.

B. The Service Provider is agreeing to provide such services to the Customer, within the terms and conditions laid out in this Agreement.

IN CONSIDERATION OF the matters described above and of the mutual benefits and obligations set forth in this Agreement, the receipt and sufficiency of which consideration is hereby acknowledged, the Customer and the Service Provider (individually the "Party" and collectively the "Parties" to this Agreement) agree as follows:

Section 1. Services Provided

The Customer hereby agrees to engage the Service Provider to provide the Customer with services (the "Services") consisting of:

1.1 - IN-HOUSE TRAINING PROGRAMME

P&I Training accredited CPD/Training programme in De-escalation, self-control, positive approach, physical intervention, legal guidance, recording – reflecting planning and remaining calm during a crisis, at a cost to the customer of £1400.00 per date inclusive of all expenses for any schools who are new to our service offer, or £1200 per date inclusive of all expenses for returning schools.

Returning schools information will be checked against our previous registers. Any school that has not previously attended any of our full day sessions will be invoiced for the additional £200 if they have paid for the £1200 option without authorisation.

This training programme is for up to 26 staff members.

Additional staff members over the number of 26 and up to a maximum of 40 staff will be charged at an additional £80 per person. The additional per person payment does not have to be paid in advance and will be invoiced on completion of the onsite session.

Agreement has been made that the training will take place in the following manner:

In person over a period of 6 training hours. Total onsite time will be 7 hours including breaks.

All onsite sessions will run from 08.30 until 15.30 unless agreement has been made otherwise. Please contact us to request timing options.

Included in the costs with this package are the following:

As well as the onsite training you will also receive 2-years unlimited access to your own personal website page.

Your website page will contain all pre and post training information, documentation, additional certification and video support.

2 years unlimited email support.

1.2 - MIXED VIDEO TRAINING PROGRAMME

P&I Training accredited CPD/Training programme in De-escalation, self-control, positive approach, physical intervention, legal guidance, recording – reflecting planning and remaining calm during a crisis, at a cost to the customer of £1200.00 per date for all schools.

This training programme is for up to 26 staff members.

Additional staff members over the number of 26 and up to a maximum of 40 staff will be charged at an additional £80 per person. The additional per person payment does not have to be paid in advance and will be invoiced on completion of the onsite session.

Agreement has been made that the training will take place in the following manner:

Via a mixture of video learning and/or via our online platform, and in-person training person over a period of 2.5 hours video learning and 2.5 hours in person training. Total programme time will be 5 hours.

All onsite session times will be on agreement with individual schools.

Please contact us to request timing options.

Included in the costs with this package are the following:

As well as the onsite training you will also receive 2-years unlimited access to your own personal website page.

Your website page will contain all pre and post training information, documentation, additional certification and video support.

Online platform for up to 26 staff or additional on agreement.

2 years unlimited email support.

1.3 – IN PERSON REFRESHER TRAINING PROGRAMME

P&I Training accredited CPD/Training refresher programme at a cost to the customer of £1000.00 per date for all schools.

This training programme is for up to 26 staff members. This session is only available to staff members who have previously carried out either of our full in person sessions or our full mixed video sessions. Additional staff members over the number of 26 and up to a maximum of 40 staff will be charged at an additional £80 per person. The additional per person payment does not have to be paid in advance and will be invoiced on completion of the onsite session.

Agreement has been made that the training will take place in the following manner:

3 hours onsite in person. Total programme time will be 3 hours.

All onsite session times will be on agreement with individual schools.

Please contact us to request timing options.

Included in the costs with this package are the following:

As well as the onsite training you will also receive 2-years unlimited access to your own personal website page.

Your website page will contain all pre and post training information, documentation, additional certification and video support.

2 years unlimited email support.

1.4 – MIXED VIDEO REFRESHER TRAINING PROGRAMME

P&I Training accredited CPD/Training refresher programme at a cost to the customer of £900.00 per date for all schools.

This training programme is for up to 26 staff members. This session is only available to staff members who have previously carried out either of our full in person sessions or our mixed video sessions. Additional staff members over the number of 26 and up to a maximum of 40 staff will be charged at an additional £80 per person. The additional per person payment does not have to be paid in advance and will be invoiced on completion of the onsite session.

Agreement has been made that the training will take place in the following manner:

Via a mixture of video learning and/or via our online platform, with a follow up in-person training session. 1 hour video learning and 2 hours in person training. Total programme time will be 3 hours.

All onsite session times will be on agreement with individual schools.

Please contact us to request timing options.

Included in the costs with this package are the following:

As well as the onsite training you will also receive 2-years unlimited access to your own personal website page.

Your website page will contain all pre and post training information, documentation, additional certification and video support.

2 years unlimited email support.

Section 2 Payment

All offer prices are buy it now only options using the website payment method in UK pounds.

If you wish to pay for the training via invoice later than the training day then full website prices will apply. Please check the training option you wish to purchase for the full price of the session.

Please contact us prior to making online payment to ensure your dates are free. You will then be re-directed to the website for our buy it now option.

Sessions costs BUY NOW PRICES ONLY

2.1 In-house payment option costs.

New schools - £1400 per date.

Returning schools £1200 per date.

2.2 Mixed-video payment options cost.

All schools £1200 per date

2.3 Refresher training in-person

All schools £1000

2.4 Refresher training mixed video

All schools

£900

For any problems with online payments please contact us immediately at admin@panditraining.co.uk

Section 3 Term of Agreement

The term of this Agreement (the "Term") will take effect on the date that online payment was made.

Agreement will end 2 years to the day of your last onsite physical intervention session.

Your website page will be open to your organisation within 48 hours of cleared payment.

If there is a problem with your specified dates P&I Training Ltd will contact you and offer alternative sessions.

Section 4. Performance

The Parties agree to do everything necessary to ensure that the terms of this agreement take effect and remain in effect during the term of the agreement.

Section 5. Currency

Except as otherwise provided in this agreement, all monetary amounts referred to in this agreement are in GBP (UK Pounds Sterling).

Section 6. Compensation and cancellation

Should the customer wish to terminate the General Service Agreement before your specified on-site session, the Customer can do so while taking into consideration the P&I Training Ltd cancellation policy.

The full policy can be found on our website at -

https://www.panditraining.co.uk/files/ugd/2e64a9_f8e6b4704b7d4f27949bf65e7bd4838b.pdf

If cancellation is made following payment for services, the Customer hereby agrees to compensate the Service Provider a percentage of the pre-agreed upon fee given in section 1. You can find these fees and charges in section 6.1.

Initial expenditure is made in the way of paid accommodation, along with transport and sustenance and any work undertaken on developing the session to the organisation's specific needs. Also, for rejected work on behalf of other organisations.

6.1 Important stipulations and cancellation timeline.

- Once payment has been made your website page will be released to your organisation within 48 hours. Your organisation will now have full access to all pre and post training materials. The training is now deemed to have started and our more than 56-day cancellation policy will come into immediate effect (see below).

Cancellation timeline and fees.

If you cancel your onsite training completely the following fees will apply.

1. More than 56 days before the scheduled on-site date. £200 charge.
2. 30 to 55 days before the scheduled on-site date. £400 charge.
3. 15 to 29 days before the scheduled on-site date. Half of the original agreed fee.
4. 0 – 14 days before the scheduled on-site date. Full price of the original agreed fee.
5. If you postpone and re-arrange your training, then the 56-day period will not start again.

Re-arrangement of on-site session timeline and fees.

1. Longer than 56 days. No charge
2. 30 to 55 days. £150
3. 15 to 29 days £300
4. 0 to 14 days £500

Any additional fees will be requested prior to arrival at your organisations site.

Any fees owed by P&I Training will be forwarded to your organisation within 7 working days of cancellation.

If you have re-arranged your onsite training date from the original agreed date as a request from your organisation, any cancellation of re-arranged sessions will be treated as zero days' notice on all occasions and the full price for training will be requested.

If for any reason P&I Training Ltd have requested a change of date, then your programme will be treated as a new booking and the cancellation policy will reset.

If P&I Training choose to cancel your training then any payments made to P&I Training will be fully reimbursed with zero interest added.

Always contact us when re-arranging or cancelling. Our default position is our policy, but each school will be treated on an individual basis. This particularly applies to schools who have worked with us over several years and whom we have a very close working relationship with.

Once inside the 56-day period it is quite normal for us to have transport arranged, hotels and have possibly rejected work from other parties.

These are the reasons why we make the charges for cancellation and rearranging.

Our cancellation policy is also advertised on our website.

Section 7. Website

Some of our training programmes require access to the online website pages, others do not.

When purchasing any of our mixed video sessions please ensure that your organisation has the ability to allow access to the website pages.

Our mixed video programmes also require access to our online platform. Please ensure your organisation has the ability to allow access to the online platform.

Any programmes that are completed fully in-person do not require access to your website page, but it is advantageous to access it.

All pre and post training documents are placed inside the website.

All pre and post training documents will also be emailed to the training organiser to ensure that staff who do not wish to access the website still obtain the required documentation.

Website passwords will be forwarded to the email address of the person who is arranging the training, it is then their responsibility to disseminate this information to the staff members whom they wish to take part in the training.

The password will be forwarded within 48 hours of receipt of payment.

If you would like the passwords to be sent to somebody else, then please request this.

Both the full day mixed video version of our training along with the mixed video programme option fall under our digital sales policy which you can find on the following link

https://www.panditraining.co.uk/files/ugd/2e64a9_52de8fd589024a5b971035810036d7c1.pdf

The following procedure for website access will apply.

Goto [The link that was sent to your organiser](#)

Enter [The password which was emailed to your organiser](#)


Once inside the members page there are guidelines for staff to follow.

For any problems accessing the website please contact us immediately at admin@panditraining.co.uk

All information will be forwarded to the programme organiser within 48 hours of purchase.

The Service Provider and Customer hereby agree to the terms and conditions of this General Service Agreement.

When making payment, you are also agreeing to the cancellation and re-arrangement policy. The policy can be found on our website or on section 6.1 of this agreement.

Signed; 
Of P&I Training LTD (The "Service Provider")