



Terms & Conditions

PERSONAL SAFETY LONDON &
FIVE RINGS TRAINING LTD

WEBSITES

www.personalsafetylondonuk.com
www.fiveringstraining.com

Our Terms & Conditions

Any participation in this Service will constitute an agreement of this policy. These Terms & Conditions together with our Privacy Policy and our Cookie Policy which are both downloadable from our website on the contact page.

The “Terms” govern your access to and from our websites, blogs and associated media and include information on our services and our services. Your access to and use of the Services, whether as a guest or a registered user, is conditioned on your acceptance of and compliance with these Terms. If you do not agree to these Terms, then the standard UK procedure is to refrain from using the Services they govern.

In particular these terms and conditions refer to the services as offered on, and the use of:

www.personalsafetylondonuk.com

www.fiveringstraining.com

and all FRT Ltd generated media.

Please note our third party created site www.personalsafetylondon.com has cookie and privacy policies specifically relevant to that site and created by the creators of the site. Please contact BT for further details on their policies.

If at any time the terms and conditions change, these amendments will be reflected in a revised version of this document found in this location.



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Contact

We aim to answer all enquiries within 24 to 48 hours. Contact can be made via our website online forms, by direct email as stated on our websites or by telephone.

Requesting Services

When requesting information on services, quotes, further information and advice, please note it is your responsibility to provide accurate information on both your contact email and telephone number and the nature of your request. Vague or incomplete requests will likely take longer for us to ascertain how we can help you so please provide clear information to receive a prompt response.

Service Costs & Fair Pricing Policy

Please note there is a charge to receive our services. We do not respond to companies requesting free training and will remove the opportunity for receiving training if we experience rudeness or inappropriate behaviour towards our staff.

Enquiries by competitors seeking information on our services or prices will likely be detected and ignored. FRT Ltd reserves the right to sever all communications with any person or party FRT Ltd believes may be acting without legitimate purpose.

We operate a fair pricing policy and as such do not offer deals unless those deals are made available to the entirety of our client base.

Occasionally throughout the year FRT Ltd may decide to make an offer or create a deal consisting of discounted services. In such case the offer will be clearly communicated to the entire of our database for a set period of time. Clients who wish to purchase during the offer time will be able to benefit from reduced price services. After the offer time has closed such discount will no longer be available. This is non-negotiable.

At specialist events FRT Ltd may offer competitions to win training and services to attendees at the particular event. Such competition prizes sit outwith the fair pricing policy as no money is being transacted.

Personal Safety London, Five Rings Training Limited

www.fiveringstraining.com | www.personalsafetylondonuk.com | Tel: +44(0)203 642 0872 | Registered Office: Kemp House 152 City Road London EC1V



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Competitions & Promotions

FRT Ltd may on occasion run offsite events, competitions or promotions either on its own behalf, for other parties. These will be subject to additional rules and conditions which will be made available at the time of such event, competition or promotion.

Bookings

Bookings are made by paying for the hire of our teams for the time and date you wish, in advance. Please note if payment has not been received in full we cannot confirm the scheduling of our teams for your training until we receive your payment.

If payment has not been received within the requested time-frame you will be notified in writing to prompt you and asked if you wish to reschedule your training to allow you more time to pay.

No training or services will be provided without full payment in advance.

Refunds & Cancellations

Bookings are non-refundable but if you have to reschedule your date we'll help you do that for free up to one week in advance of your booked training date.

If you know you need to reschedule but cannot allocate a new date at that time we will issue you a credit note for the full amount paid to us valid for your use up to 6 months from date of issue. Please notify us in writing of your required changes to info@personalsafetylondonuk.com.

Weekday bookings cancelled within 48 hours of allocated training date are charged at full cost of training. Please notify us in writing of your required changes to info@personalsafetylondonuk.com.

Sunday bookings cancelled within 72 hours of allocated training date are charged at full cost of training. Please notify us in writing of your required changes to info@personalsafetylondonuk.com.



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Vouchers & User Allocation

You can allocate your training credit to another user by writing to us at info@personalsafetylondonuk.com quoting your booking reference number and the names and contact details of those you wish to allocate to.

We can issue vouchers to the full or part amount of your payment to another named person by writing to us at info@personalsafetylondonuk.com quoting your booking reference number and the names and contact details of those you wish to allocate to.

Training With Us

Before training with us you will be asked to complete a customer questionnaire which asks you to provide truthful information on both personal data and medical information. At the end of the form you will be asked to sign a disclaimer. The disclaimer states that FRT Ltd, FRTFA and all associated Five Rings Training associations will not be held responsible for any injury, loss, death or damage to you or your belongings or property during or after training and receiving the Services.

FRT Ltd provides the highest standards of health and safety for all its services. By providing personal data and medical information we can provide our services to you in the safest way possible for you. The data and personal information is held in the highest confidentiality and you can read full description of how we store your data by downloading our Privacy Policy, available for download on the contact page of our websites.

By signing the pre-training form you agree that FRT Ltd, FRTFA and all associated Five Rings Training associations will not be held responsible for any injury, loss, death or damage to you or your belongings or property during or after training and receiving the Services.

If you choose to not sign the form, no training services will be supplied to you.



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FRT Ltd Rights

All contents of these Services (including rights in the FRT Ltd trade marks and logos) are owned by FRT Ltd. All rights are reserved. Nothing in the Terms gives you a right to use commercially the Five Rings Training or Personal Safety London name or any of the FRT Ltd trade marks, logos, domain names, or other distinctive brand features.

Any feedback, comments, or suggestions you may provide regarding FRT Ltd or the Services is entirely voluntary and FRT Ltd will be free to use such feedback, comments or suggestions as it sees fit and without any obligation to you.

All rights (including copyright, trade marks and other intellectual property rights), title, and interest in and to the Services and the Content including but not limited to all information, data, text, maps, graphics, the “look and feel”, logos, icons, trade marks, images, video clips, sound clips, editorial content, notices, data compilations, page layout, selection or arrangement of the contents of the Services, and the underlying code and software in the Services are and will remain the exclusive property of FRT Ltd. The Services are protected by copyright, trade mark, and other laws and treaties around the world. All such rights in the Services, Content and related material are reserved.

You may print off one copy, and may download extracts, of any page(s) from our Services for your personal reference and you may draw the attention of others within your organisation to material posted on our Services.

You may publish our articles into magazines, papers, (but not into curriculum) online or print so long as you copy the article in its entirety and rightfully link it to our website, state the author, date of initial publish and clearly state the article is the property of Five Rings Training. For use of articles, blog articles, papers and reports, lecture material and talks read the information in the following section UTILISING OUR ARTICLES. You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text. You must not utilise, copy or download for use any of our visual media, photographs, artwork or videos. You must not copy our



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concepts, programming strategies, structures or delivery models. All intellectual property is protected. Any attempt to recreate our work in any form will be an infringement of copyright. All rights are reserved.

You must not copy any part of the Content, with a view to creating or compiling any form of collection, compilation, directory or database unless we provide you with our prior express written consent to do so. If you copy or download any part of the Services or Content in breach of these Terms, your right to use the Services will cease immediately and you must return or destroy any copies of the materials you have made.

Utilising Our Articles

Our articles refers to written and spoken articles, both in print and digital format online, academic papers, reports, graphs, sketches, artwork, tables, illustrations, research papers, blog articles, interviews and academic, commentary or discursive content. Such articles, which will publish to our websites, twitter, facebook, linkedin, and any other form or method of publication are available for you to republish in magazines, industry press, scientific journals, medical journals and academic publications. To utilise one of our articles you must:

- Copy the article in its entirety including all referenced diagrams, photographs, graphs, models or artwork
- Clearly state the owner (Five Rings Training / FRT Ltd) and author and date of initial publication at the top of the article.
- You must not change, add, delete or amend the article in any way or form.
- You must provide a clear link to our media and the initial location of the article; website, blog, etc.
- You must send a copy of your republication to info@fiveringstraining.com or/and provide copy via twitter on @5ringstraining

If you wish to alter, shorten or extend the article you must contact FRT Ltd to request for an amended version to be produced for you and follow the compulsory rules of Utilising Our Articles as described above.

Online Media & Platforms Usage

Your access to and use of our online media or any Content is at your own risk. You understand and



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agree that all software and online media usability is provided to you on an “AS IS” and “AS AVAILABLE” basis.

FRT Ltd will not be responsible or liable for any harm to your computer system, loss of data, or other harm that results from your access to or use of the Services, or any Content.

FRT Ltd is not responsible for any downtime on third party servers or outages in service provision due to third party providers. We are not liable to you for any inability to access the Services at any time, for any reason (including but not limited to any planned or unplanned downtime, or any outages on networks (including mobile networks) or when you are not in an area supported by mobile coverage).

We do not provide any warranty or representation that the Services are free from infection by viruses or anything else that has contaminating or destructive properties. You use the Services at your own discretion and risk and you will be solely responsible for any damage to your computer, mobile device or network that result from your use of the Services. We will not be liable to you for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of the Services or to your downloading of any Content posted on it, or on any website or application linked to it.

We reserve the unconditional right to suspend, withdraw, terminate, amend or restrict access to some parts of the Services, or to the Services entirely, to you at any time immediately without notice for any reason, including (without limitation) in circumstances where;

1. we have reasonable grounds to suspect unauthorised or fraudulent use of the Services;
2. we reasonably suspect that you have not complied with these Terms; or
3. we reasonably suspect a breach of confidentiality or infringement of our intellectual property rights by you or a third party;

and to the maximum extent permitted by the law, we expressly exclude all relevant conditions, warranties of any kind (either express or implied) and other terms which might otherwise be implied by statute, common law or the law of equity in relation to any liability that you may claim we owe to you in respect of such suspension, withdrawal or amendment.



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On termination of these Terms (for whatever reason) all licenses and rights granted to you in relation to the Services shall immediately come to an end.

Limitation of Liability

FRT Ltd will not be responsible nor liable for any damage or loss which you experience in connection with the use of the Services. FRT Ltd and its subsidiaries and affiliates (collectively Five Rings Training Parties) shall not be liable whether under contract, tort (including negligence) or otherwise for:

1. Losses that were not caused by our breach of these terms
2. Any loss of damage that was not, at the time the relevant contract with you was formed, a reasonably foreseeable consequence of FRT Ltd breaching these terms
3. Losses relating to any business of yours, loss of profits, or loss of opportunity

In total aggregate liability of FRT Ltd to (anyone) you, for any reason aforementioned or in any way arising from the terms of your use of the services, shall be limited to £100.

Nothing in these terms will affect your statutory rights as a customer. The laws of some countries do not allow some or all of the limitations described above. If these laws apply to you, some or all of the above limitations may not apply to you and you might have additional rights. We will not be held responsible for any delay or failure to comply with our obligations under these conditions if the delay or failure arises from any cause which is beyond our reasonable control.

Notice

FRT Ltd operates a "notice and takedown" procedure. If you wish to make a complaint in relation to Content posted on the Services, or if you believe that Content posted on the Services infringes copyright, trade mark or other intellectual property rights that you own or have rights to, please contact us immediately by following our Notice & Takedown as follows. Once you have complied with the Notice & Takedown procedure we will take all reasonably necessary steps to remove any unlawful content within a reasonable timeframe.



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We advise that unless you are reasonable and lawfully able to provide evidence that copyright has been breached we will not be able to comply with your requests. The procedure for you to contact us is as follows:

Notice & Takedown procedure:

- Contact info@fiveringstraining by email accompanied by a full illustration of the location, authorship, proof of authorship, original source of document or content, original publication, publication, copy of publication, publication or publishing route, names and contact of features editors, news editors, details of organization who published you, all names involved, all contact information involved, all dates and all evidence.
- If we consider your enquiry to be legitimate we will agree to remove content within 48 hours in order to investigate the claim.
- If we consider your claim fraudulent we reserve the right to investigate you and your claim. In such instance we reserve the rights to cease all services provided to you and reserve the rights to discuss, report and document the case publically and online. In this instance you will be subject to investigation, vetting, and background investigation so that FRT Ltd can ascertain if your claim is appropriate.
- If we find in our investigations that you have acted fraudulently, misrepresented yourself or misrepresented the true facts we reserve the rights to both take legal action against you, and create media exposure of the matter, the bounds of the matter, the content of the matter and all correspondence you have created to and from us, as action against you. Our privacy policies remains. Any personal data you provide to us will be used in accordance with our [Privacy Policy](#). **Please note that any statement you make via a Notice & Takedown Notice may be used in legal or regulatory proceedings.**

Information

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Five Rings Training Ltd is also referred to in this Cookie Policy as FRT Ltd, we, our and us.