TERMS AND CONDITIONS OF SERVICE

1. About Us and Contact Information

1.1 PETM LTD ('we', 'us', 'our') is a private limited company registered in England and Wales.

Company Number: 13330919
Registered Office: 54 Toftland, Orton Malborne, Peterborough, England, PE2 5PF
Email: info@petm.co.uk
Telephone: 07428 026 207
Website: www.petm.co.uk

1.2 We specialise in:

- Driver CPC training (periodic and initial qualification)
- First Aid training (in partnership with Pro Trainings UK)
- CPD-accredited e-learning courses
- Transport Manager CPC examination preparation and training
- ISO 9001:2015 and transport compliance audits
- Transport consultancy and compliance services
- HR support services for the transport sector

2. Definitions and Interpretation

2.1 In these Terms and Conditions, unless the context requires otherwise:

"Service Provider", "we", "us", "our" means PETM LTD.

"Client", "you", "your" means the person, company, or organisation booking and/or paying for Services.

"Candidate" means any individual attending a Training Course or participating in Services.

"Training Course" or "Course" means any classroom-based training, remote training, e-learning, webinars, examinations, or practical assessments delivered by us, including Driver CPC training, First Aid training, and Transport Manager CPC preparation.

"Examination Services" means Transport Manager CPC examinations, mock examinations, examination preparation courses, and any related assessment services.

"Audit Services" means compliance audits, system audits, ISO 9001:2015 audits, transport compliance assessments, and related audit activities.

"Consultancy Services" means advisory services, compliance guidance, system development support, policy creation, procedure development, HR support, and professional consultation services.

"Services" means collectively Training Courses, Examination Services, Audit Services, Consultancy Services, and any other professional services we offer.

"Contract" means the agreement between you and PETM LTD formed when we issue written booking confirmation and receive any required payment or deposit.

"Force Majeure Event" means any circumstance beyond our reasonable control including acts of God, war, riot, civil commotion, compliance with law or governmental order, accident, breakdown of equipment, fire, flood, storm, pandemic, epidemic, national emergency, or severe weather.

"Working Day" means Monday to Friday, excluding English bank holidays and public holidays.

2.2 References to statutory provisions include those provisions as amended or re-enacted.

2.3 Headings are for convenience only and do not affect interpretation.

3. Application of These Terms

3.1 These Terms and Conditions apply to all Services provided by PETM LTD.

3.2 By booking, paying for, or engaging in any Services, you agree to be legally bound by these Terms and Conditions.

3.3 These Terms supersede any previous terms or representations unless expressly agreed otherwise in writing.

3.4 Any variation to these Terms must be agreed in writing and signed by an authorised representative of PETM LTD.

3.5 Where a specific service agreement or contract is entered into, those terms apply in addition to these Terms. In the event of conflict, the specific service agreement takes precedence.

4. Bookings and Service Agreements

4.1 Bookings may be made through:

- Our website (www.petm.co.uk)
- Email (info@petm.co.uk)
- Telephone (07428 026 207 or 01733 306990)
- In person

4.2 A booking becomes a binding Contract when:

- We issue written confirmation (by email or letter); and
- Any required deposit or payment is received

4.3 By making a booking, you confirm that you have read, understood, and agreed to these Terms and Conditions.

4.4 Certain Services require:

- A completed booking form, service agreement, or contract
- Payment of a deposit
- Specific eligibility criteria to be met

You will be notified of these requirements at the time of booking.

4.5 We reserve the right to refuse any booking or service request where:

a) The requested Services are unavailable or outside our scope
b) Payment authorisation cannot be obtained
c) There has been an error in pricing or service description
d) You or the Candidate do not meet required eligibility criteria
e) There is a potential conflict of interest that cannot be resolved
f) The requested Service falls outside our competency or regulatory permissions
g) We reasonably believe acceptance would breach any legal or regulatory requirement

4.6 Where we decline a booking under clause 4.5, we will notify you promptly and refund any payments already made within 14 days.

5. Prices and Payment Terms

5.1 All prices are quoted in pounds sterling (GBP).

5.2 Prices are **inclusive of VAT** unless stated as **VAT exclusive**. (VAT will be added at the prevailing rate where applicable.)

5.3 Our prices include relevant regulatory fees where applicable (for example, JAUPT registration fees for Driver CPC training).

5.4 Prices are correct at the time of booking. We reserve the right to amend prices with reasonable notice, but price changes will not affect confirmed bookings.

Payment Terms by Service Type

5.5 Driver CPC and First Aid Training Courses:

- Full payment is required at least 7 days prior to course start date
- Payment or deposit as specified at time of booking

5.6 Transport Manager CPC Examinations:

- Full payment required at time of booking
- Examination fees are non-refundable once submitted to the examination authority, except where we cancel the examination

5.7 Audit Services:

- 50% deposit required upon signing the service agreement
- Balance due within 7 days of audit completion

5.8 Consultancy and HR Support Services:

- Payment terms as specified in the service proposal
- Typically, 30% deposit with the balance on completion
- Monthly billing for ongoing services where agreed

5.9 E-learning Courses:

- Payment in full is required before access is granted

General Payment Provisions

5.10 Unless otherwise specified in a service agreement, payment is due within 7 days from the date of invoice.

5.11 Accepted payment methods include:

- Bank transfer (BACS) - preferred method
- Debit or credit card
- Other methods as agreed in writing

5.12 If payment is not received within the specified timeframe, we reserve the right to:

- Cancel or suspend Services
- Charge interest on overdue amounts at 4% per annum above the Bank of England base rate, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998
- Refuse to provide further Services until outstanding amounts are paid

5.13 You are responsible for all reasonable costs incurred by us in recovering overdue payments, including debt collection costs, legal fees, and court costs.

6. Cancellations and Refunds

Our Comprehensive Cancellation Policy

6.1 Our full Cancellation and Refund Policy is available on our website and forms part of these Terms and Conditions. Key terms are summarised below.

Cancellation by PETM LTD

6.2 If we cancel any Service, you will be offered:

- A full refund of all payments made; or
- Transfer to a suitable alternative date or service, without penalty

6.3 Refunds will be processed within 14 days of cancellation.

6.4 We may cancel or reschedule Services for reasons beyond our reasonable control, including:

- Instructor illness or unavailability
- Low enrolment numbers
- Severe weather or Force Majeure Events
- Venue unavailability
- Technical failures

6.5 We will notify you as soon as reasonably possible of any cancellation or change.

6.6 We may change Training Courses from classroom-based to remote delivery where circumstances require. If you or the Candidate cannot attend the remote course, you will be offered a full refund or transfer to an alternative date.

6.7 Our liability for cancellation is limited to refunding payments made. We are not liable for consequential losses, travel costs, accommodation costs, or loss of earnings.

Cancellation by Client or Candidate

6.8 Standard Training Courses (Driver CPC, First Aid, other courses):

- **7 or more days' notice:** Full refund or free transfer to alternative date
- **3-6 days' notice:** 80% refund (20% administration fee applies) or transfer with £25 fee
- **Less than 48 hours' notice:** No refund; full course cost forfeited
- **One-time transfer limit:** Subsequent changes subject to availability and fees

6.9 Transport Manager CPC Examinations:

- **5 or more Working Days' notice:** Refund subject to examination authority policies
- **Less than 5 Working Days' notice:** No refund; examination fees forfeited

6.10 Audit Services:

- **5 or more Working Days' notice:** Deposit refunded less any costs already incurred
- **Less than 5 Working Days' notice:** Charges apply for preparation time and costs incurred

6.11 Consultancy Services:

- Cancellation terms as specified in the service agreement
- Typically, reasonable notice required with charges for work already completed

6.12 E-learning Courses:

- Refunds subject to access status and progress made
- No refund once course has been accessed or commenced

Exceptional Circumstances

6.13 We recognise that unforeseen circumstances may arise. In cases of:

- Medical emergencies (with medical evidence)
- Bereavement (with appropriate documentation)
- Other exceptional circumstances

We may exercise discretion to offer refunds or transfers. Such requests must be made in writing to the Managing Director at info@petm.co.uk with supporting evidence.

Non-Attendance and Late Arrival

6.14 Non-attendance without prior notice will result in forfeiture of all fees paid. No refund will be given.

6.15 Late arrival may result in refusal of entry to maintain quality and schedule for other participants. No refund will be given.

6.16 For examinations, late arrival beyond the time specified by the examination authority will result in exclusion with no refund.

General Cancellation Provisions

6.17 All cancellation requests must be made in writing by email to info@petm.co.uk and will be effective from the date we acknowledge receipt.

6.18 Cancellation notices received outside office hours (Monday-Friday, 9am-5pm) will be deemed received on the next Working Day.

6.19 If audit access is denied or Consultancy Service requirements change significantly after booking, additional charges may apply for rescheduling or scope modifications.

7. Force Majeure

7.1 Neither party shall be liable for failure to perform obligations due to a Force Majeure Event.

7.2 The affected party must notify the other party as soon as reasonably practicable.

7.3 Services affected by Force Majeure Events will be rescheduled without penalty to either party.

7.4 If a Force Majeure Event continues for more than 30 days, either party may terminate the affected service agreement without liability, and we will refund any advance payments for Services not provided.

8. Client and Candidate Responsibilities

8.1 Clients and Candidates must:

- Provide accurate and complete information at the time of booking
- Ensure Candidates meet eligibility criteria for the Service
- Arrive punctually for all scheduled Services
- Present valid identification where required (photographic ID, driving licence, etc.)
- Bring any required documentation, equipment, or materials
- Comply with our reasonable instructions and policies
- Behave respectfully towards our staff, trainers, and other participants
- Comply with health and safety requirements
- Maintain professional and appropriate conduct throughout

8.2 You must inform us in advance of:

- Any medical conditions that may affect participation
- Disabilities or accessibility requirements
- Dietary requirements (for courses with catering)
- Language or learning support needs
- Any other special requirements

8.3 For Audit and Consultancy Services, you must:

- Provide reasonable access to personnel, documentation, systems, and facilities
- Ensure relevant personnel are available as agreed
- Provide accurate, complete, and timely information
- Implement reasonable safety measures for our staff attending your premises
- Notify us of any site-specific hazards or requirements

8.4 We reserve the right to immediately remove any person from Services for:

- Threatening, abusive, violent, or disruptive behaviour
- Being under the influence of alcohol or illegal substances
- Failure to comply with health and safety requirements
- Harassment or discrimination towards others
- Any other conduct we reasonably deem unacceptable or dangerous

8.5 No refund will be given where removal occurs under clause 8.4.

8.6 You remain responsible for ensuring compliance with all applicable laws and regulations, including:

- Drivers' hours regulations
- Working time regulations
- Health and safety legislation
- Transport operator licensing requirements
- Employment law
- All other relevant legal and regulatory obligations

9. Service Delivery Standards

Training Courses

9.1 Driver CPC Training:

- Delivered in compliance with JAUPT/DVSA requirements and approved syllabi
- Meets the requirements of Directive 2003/59/EC as implemented in the UK
- Training hours uploaded to DVSA systems in accordance with regulatory requirements
- Periodic training certificates issued upon successful completion

9.2 First Aid Training:

- Delivered in partnership with Pro Trainings UK, an approved awarding body
- Complies with Health and Safety (First Aid) Regulations 1981
- Meets CPD standards and industry best practice
- Certificates valid as specified by the awarding body

9.3 Transport Manager CPC Training:

- Follows the prescribed national and international syllabi
- Prepares candidates for examinations set by relevant authorities
- Covers legal, technical, and operational requirements

9.4 General Training Standards:

- We provide competent, qualified, and experienced trainers for all courses
- Practical exercises may be required; alternative arrangements made where medical conditions prevent participation
- All training materials remain our copyright unless otherwise stated
- Materials may not be reproduced without permission
- Certification issued upon successful completion where applicable, subject to regulatory body requirements
- We cannot guarantee individual examination or assessment outcomes

Examination Services

9.5 Transport Manager CPC examinations are conducted in accordance with examination authority requirements and regulations.

9.6 Candidates must meet eligibility criteria specified by the relevant examination authority.

9.7 Mock examinations and examination preparation courses are designed to assist preparation but do not guarantee examination success.

9.8 Examination results are issued by the relevant examination authority, not by us. We cannot guarantee examination outcomes or influence examination results.

9.9 Examination conditions and rules must be strictly observed. Breaches may result in disqualification.

Audit Services

9.10 Audit scope, objectives, criteria, and methodology will be agreed in writing before commencement.

9.11 Audits will be conducted:

- Objectively and professionally
- In accordance with ISO 19011 (for management system audits) or relevant standards
- With independence and impartiality maintained throughout

9.12 Audit findings will be reported confidentially to you in writing within agreed timescales.

9.13 Audit reports reflect findings at the time of audit and do not constitute:

- Ongoing certification or guarantee of compliance
- Legal advice
- Absolute assurance of conformity

9.14 We maintain appropriate independence and do not audit systems we have designed or implemented (consultancy services and audits are kept separate).

Consultancy and HR Support Services

9.15 Consultancy scope, deliverables, timescales, and methodology will be documented in a service agreement or proposal.

9.16 We will provide:

- Professional advice and recommendations based on our knowledge and experience
- Practical, achievable solutions tailored to your requirements
- Ongoing support as agreed in the service agreement

9.17 Important limitations:

- You remain responsible for implementing recommendations
- We are not liable for implementation outcomes or decisions made based on our advice
- Consultancy advice does not constitute legal advice unless specifically stated
- Final decisions regarding compliance, systems, and operations remain yours

10. Remote Service Delivery

10.1 Remote Services may be delivered using approved online platforms, primarily Zoom or other suitable video conferencing platforms.

10.2 Technical Requirements:

You are responsible for ensuring:

- Reliable broadband internet connection (minimum 5Mbps download, 2Mbps upload recommended)
- Suitable device (computer, laptop, or tablet) with functioning camera and microphone
- Up-to-date software versions and web browser
- Quiet, distraction-free, and well-lit environment
- Privacy for confidential Services (audits, consultancy, examinations)

10.3 Remote Training and Examinations:

- May be recorded for quality assurance, regulatory compliance, and examination integrity
- Full participation required; camera must remain on unless agreed otherwise
- Recordings stored securely in accordance with data protection legislation
- Strict examination conditions apply for online examinations

10.4 Remote Audit and Consultancy Services:

- Require appropriate security measures for confidential information
- May involve screen sharing, document sharing, and virtual site tours
- Secure file sharing and password protection required
- Confidentiality maintained throughout

10.5 Technical failures beyond our reasonable control (e.g., platform outages, internet provider issues) may require rescheduling without penalty. For examinations, rescheduling is subject to examination authority policies.

10.6 We are not liable for service disruption caused by:

- Your technical issues or equipment failure
- Your internet connectivity problems
- Power failures at your location
- Third-party platform failures beyond our control

10.7 A technical check or trial connection may be offered before critical Services (e.g., examinations) to ensure readiness.

11. Data Protection and Privacy

11.1 PETM LTD processes personal data in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Privacy and Electronic Communications Regulations 2003

11.2 We act as the data controller for personal data collected in connection with our services. However, where we provide subcontracted services on behalf of another organisation, we act as the data processor, and the data controller remains the business that instructs us.

11.3 Personal data we collect may include:

- Names, addresses, email addresses, and telephone numbers
- Date of birth and photographic identification
- Photographic images for certification purposes
- Driving licence numbers (for Driver CPC services)
- Professional qualifications and training history
- Training records, examination results, and assessment outcomes
- Examination eligibility documentation
- Audit findings and consultancy project information
- Payment and invoicing information

11.4 Lawful basis for processing:

We process personal data under the following lawful bases:

- **Contract performance:** To deliver the Services you have booked
- **Legal obligation:** To comply with regulatory requirements (e.g., DVSA reporting, JAUPT registration)
- **Legitimate interests:** For business administration, quality improvement, and marketing (with opt-out available)
- **Consent:** Where specifically obtained for particular purposes (e.g., marketing communications)

11.5 Purposes of processing:

- Service delivery, certification, and examination administration
- Regulatory compliance and reporting to statutory bodies
- Communication regarding your Services and related matters
- Financial administration, invoicing, and record-keeping
- Quality assurance and service improvement
- Marketing of our services (you may opt out at any time)
- Legal and regulatory obligations

11.6 Data sharing:

By engaging our Services, you consent to necessary sharing of information with:

- **DVSA (Driver and Vehicle Standards Agency):** For Driver CPC compliance, training hour uploads, and regulatory reporting

- **JAUPT (Joint Approvals Unit for Periodic Training):** For Driver CPC centre approval and compliance
- **Pro Trainings UK:** For First Aid certification and awarding body requirements
- **Examination authorities:** For Transport Manager CPC examinations and candidate registration
- **Certification bodies:** For audit and quality management purposes
- **Professional indemnity insurers:** Where required for claims or compliance
- **Legal and regulatory authorities:** As required by law
- **Third-party service providers:** Who support service delivery under strict confidentiality obligations (e.g., IT support, payment processors)

11.7 Data retention periods:

- **Driver CPC training records:** 6 years minimum (regulatory requirement)
- **First Aid training records:** 3 years minimum
- **Transport Manager CPC examination records:** 7 years minimum
- **ISO 9001:2015 audit records:** 7 years
- **Transport compliance audit records:** 6 years
- **Consultancy and HR support records:** 6 years
- **Financial and invoicing records:** 6 years (HMRC requirement)
- **Marketing consent records:** Until consent is withdrawn

11.8 After retention periods expire, personal data will be securely deleted or anonymised.

11.9 Your data protection rights:

You have the right to:

- **Access** your personal data (Subject Access Request)
- **Rectification** of inaccurate or incomplete personal data
- **Erasure** of personal data (subject to legal obligations to retain)
- **Restrict processing** in certain circumstances
- **Data portability** in certain circumstances
- **Object** to processing based on legitimate interests
- **Withdraw consent** where processing is based on consent (does not affect prior lawful processing)

11.10 To exercise any of these rights, please contact us at info@petm.co.uk or 07428 026 207. We will respond within one month.

11.11 Complaints:

If you are dissatisfied with our handling of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Website: https://ico.org.uk/concerns/
Telephone: 0303 123 1113
Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

11.12 Our full Privacy Policy and Cookie Policy are available on our website (www.petm.co.uk) and contain further details about data processing.

12. Intellectual Property and Confidentiality

12.1 All intellectual property rights in training materials, course content, audit methodologies, templates, consultancy frameworks, and other materials created by us remain our exclusive property.

12.2 You may not:

- Reproduce, copy, or duplicate our materials
- Distribute or share our materials with third parties
- Modify, adapt, or create derivative works
- Commercially exploit our materials
- Remove copyright notices or proprietary markings

12.3 Materials provided to you are licensed for your internal use only in connection with the specific Services received.

12.4 Confidentiality:

We will treat all confidential information obtained during service provision as confidential and will not disclose it without your consent, except:

- Where required by law, court order, or regulatory authority
- To our professional advisers under duty of confidentiality
- Where information is already in the public domain through no fault of ours
- Where disclosure is necessary for service delivery to third parties (e.g., regulatory bodies, examination authorities)

12.5 You grant us permission to:

- Reference successful projects and case studies in our marketing materials (with anonymisation where requested)
- Use anonymised data for service improvement and research
- Display your company name and logo as a client (unless you specifically opt out)

12.6 Any intellectual property created specifically for you during Consultancy Services will be addressed in the service agreement. Unless specifically transferred in writing, it remains our property with a licence granted to you for agreed purposes.

13. Liability and Insurance

13.1 We maintain:

- Professional indemnity insurance
- Public liability insurance
- Employers' liability insurance

Details available on request.

13.2 We provide all Services with reasonable skill and care in accordance with applicable professional standards and regulatory requirements.

Exclusions and Limitations

13.3 Nothing in these Terms excludes or limits our liability for:

- Death or personal injury caused by our negligence
- Fraud or fraudulent misrepresentation
- Breach of statutory rights under the Consumer Rights Act 2015
- Any other liability that cannot be excluded or limited by English law

13.4 Subject to clause 13.3, our total liability to you for any loss or damage arising from Services, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall be limited to the total fees paid by you for the specific Service giving rise to the claim.

13.5 Subject to clause 13.3, we shall not be liable for:

- Loss of profits, revenue, business, or contracts
- Loss of anticipated savings
- Loss of business opportunity, goodwill, or reputation
- Loss or corruption of data
- Any indirect or consequential loss or damage

13.6 We are not responsible for:

- Your failure to meet legal or regulatory obligations
- Implementation or outcomes of recommendations from Audit or Consultancy Services

- Actions taken or decisions made by regulatory authorities
- Examination results or certification decisions made by third-party bodies
- Loss of or damage to personal belongings, vehicles, or property
- Injuries arising from your failure to follow safety instructions
- Third-party actions or omissions

13.7 Your statutory rights:

If you are a consumer, your statutory rights under the Consumer Rights Act 2015 are not affected by these Terms. Services must be:

- Provided with reasonable care and skill
- As described
- Fit for purpose (where you have told us your purpose)

14. Health and Safety

14.1 All persons attending our premises or participating in Services must comply with:

- The Health and Safety at Work etc. Act 1974
- Our Health and Safety Policy (available on request)
- Any site-specific safety requirements
- Reasonable instructions from our staff

14.2 You must immediately report to us any:

- Accidents or injuries
- Incidents or near misses
- Health and safety concerns
- Hazards or dangerous occurrences

14.3 We accept no responsibility for:

- Loss of or damage to personal belongings
- Loss of or damage to vehicles in car parks or on our premises
- Personal injury arising from your failure to follow safety instructions or comply with health and safety requirements

14.4 Appropriate insurance for personal belongings and vehicles is your responsibility.

14.5 First Aid facilities are available at our training venues. Emergency procedures will be explained at the start of each course.

15. Complaints and Quality Assurance

15.1 We are committed to providing high-quality Services and welcome your feedback.

15.2 Informal complaints:

If you have concerns about our Services, you may initially raise them with the trainer, auditor, consultant, or service provider during service delivery for immediate resolution.

15.3 Formal complaints:

Formal complaints must be submitted in writing to info@petm.co.uk and should include:

- Your name and contact details
- Booking reference or invoice number
- Date and details of the Service provided
- Nature of the complaint with specific details
- Any supporting evidence
- Desired outcome or resolution

15.4 We will:

- Acknowledge receipt of your complaint within 5 Working Days
- Investigate your complaint thoroughly and fairly
- Provide a full written response within 28 days
- If additional time is required, inform you and provide an estimated response date

15.5 Our full Complaints Procedure, Quality Assurance Policy, and Malpractice Policy are available on request.

15.6 If you remain dissatisfied following our internal complaints procedure, you may be able to refer your complaint to:

- Relevant regulatory or professional bodies (depending on the nature of the Service)
- Alternative Dispute Resolution schemes where applicable
- The appropriate awarding or examination body

15.7 Quality Assurance:

We operate a quality management system and continuously monitor and improve our Services through:

- Customer satisfaction surveys and feedback
- Observation of training delivery and assessment
- Regular review of audit and consultancy outcomes
- Internal quality reviews and audits
- Continuing professional development for all staff
- Maintenance of relevant qualifications and approvals

16. General Provisions

16.1 Entire Agreement:

These Terms and Conditions, together with any specific service agreement, booking confirmation, and our policies (Privacy Policy, Cancellation Policy, etc.), constitute the entire agreement between the parties and supersede all previous agreements, understandings, and representations.

16.2 Amendments:

We reserve the right to amend these Terms and Conditions. Amendments will be:

- Notified to you with reasonable advance notice
- Published on our website with the effective date
- Applied to future bookings only (not existing confirmed bookings)

16.3 Severability:

If any provision of these Terms is held to be invalid, illegal, or unenforceable, the remaining provisions shall continue in full force and effect.

16.4 Waiver:

Failure or delay by us in enforcing any provision shall not constitute a waiver of our rights. Any waiver must be in writing.

16.5 Assignment:

You may not assign, transfer, or subcontract your rights or obligations under these Terms without our prior written consent. We may assign our rights and obligations to a successor business or to group companies.

16.6 Third Party Rights:

These Terms do not confer any rights on third parties under the Contracts (Rights of Third Parties) Act 1999.

16.7 Notices:

All notices must be in writing and sent to the addresses specified in these Terms. Notices may be sent by:

- Email (to info@petm.co.uk for notices to us)
- First-class post
- Hand delivery

Notices sent by:

- **Email:** Deemed received on the next Working Day if sent before 5 pm on a Working Day; otherwise on the second Working Day
- **Post:** Deemed received 2 Working Days after posting
- **Hand delivery:** Deemed received on delivery

16.8 Governing Law:

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales.

16.9 Jurisdiction:

The courts of England and Wales have exclusive jurisdiction to settle any dispute arising from these Terms and Conditions.

Acknowledgement

By engaging our Services, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.

Related Documents:

- Privacy Policy (available at www.petm.co.uk)
- Cookie Policy (available at www.petm.co.uk)
- Cancellation and Refund Policy (available at www.petm.co.uk)
- Health and Safety Policy (available on request)
- Quality Assurance Policy (available on request)
- Complaints Procedure (available on request)
- Malpractice Policy (available on request)

Reviewed and approved by:
Petar Tsvetanov
Managing Director | PETM LTD
info@petm.co.uk | www.petm.co.uk | 07428 026207
Date: 01.11.2026

Next review date by: 01.11.2027

These Terms and Conditions were last reviewed on 1 November 2026

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