

Paisley Training  
&  
Consultancy

# Paisley Training and Consultancy

Terms and Conditions  
Policies and Procedures  
Subscription Service



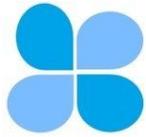
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**[www.paisleytrainingandconsultancy.com](http://www.paisleytrainingandconsultancy.com)**



# Paisley Training & Consultancy

## **Terms and Conditions – Policies and Procedures Subscription Service**

These terms and conditions are set out for Business Clients only. If you are an individual or consumer not affiliated with a company, business, professional or sole trader then Paisley Training and Consultancy cannot enter into an agreement based on these terms and conditions.

### **1. Introduction**

1. This document sets out Paisley Training and Consultancy's Terms and Conditions relating to the ordering and provision of Policies and Procedures by the Subscription Service.

### **2. Definitions**

**Client** - an individual or organisation purchasing a Policies and Procedures Subscription Service from Paisley Training and Consultancy.

**Business Name** – the name of the service/organisation purchasing the Policies and Procedures.

**Policies and Procedures Subscription Service** – a set of care Policies and Procedures that are provided by Paisley Training and Consultancy and are paid for by monthly debit payment for a period of 12 months.

**Subscription Fees** – the monthly debit cost for the Policies and Procedures to be paid by the client by debit payment. The monthly debit is set up at time of purchase via Paisley Training and Consultancy’s website.

**Subscription Term** – the 12 month subscription period. Clients have the option to renew their subscription after 12 months.

**Logo** – the logo of the service/organisation purchasing Policies and Procedures.

**Website** – [www.paisleytrainingandconsultancy.com](http://www.paisleytrainingandconsultancy.com)

### **3. Policies and Procedures Subscription Service Purchases**

Clients can subscribe to the Policies and Procedures Subscription Service on Paisley Training and Consultancy’s website.

Clients purchasing via Paisley Training and Consultancy online store will receive an automated order confirmation.

Clients are required to email their logo (jpeg or png format) to [info@paisleytrainingandconsultancy.com](mailto:info@paisleytrainingandconsultancy.com). Only one logo will be added to Policies and Procedures purchased.

The client’s logo and business name will be added to the Policies and Procedures and the Policies and Procedures will be provided to the client electronically within 7 working days.

For clients who subscribe to the Policies and Procedures Subscription Service new and updated Policies and Procedures will be sent to clients within one month of the implementation of new Legislation or regulatory guidance.

It is our Policy to only sell Policies and Procedures Subscription Services to Care Quality Commission (CQC) Registered Providers, or new Providers in the process of registering with the Care Quality Commission. New providers registering with the CQC will be accepted subject to Companies House registration checks.

Paisley Training and Consultancy do not sell or provide Policies and Procedures, Documents, Products or Services to consultants, trainers, software developers or other third parties for commercial use and commercial gain.

Paisley Training and Consultancy reserve the right to decline Policies and Procedures Subscription Service orders from organisations/individuals who we suspect are attempting to obtain intellectual property for commercial gain.

Policies and Procedures are provided to comply with Care Quality Commission (CQC) requirements for Adult Social Care services. It is the responsibility of the client to keep the Policies and Procedures up to date after purchase and to amend the Policies and Procedures to reflect the practice at the client's service. All Policies and Procedures are provided in editable 'word' format.

#### **4. Pricing**

All Policies and Procedures Subscription Service prices are published on the website.

Paisley Training and Consultancy reserves the right to review and change Policies and Procedures Subscription Service prices.

#### **5. Payments**

Clients purchasing a Policies and Procedures Subscription Package must set up a monthly debit payment on our electronic payment platform at the time of purchase. Subscriptions are for a twelve month period and are paid monthly.

The initial payment will be charge to the credit/debit card provided by the client at time of purchase. Subsequent recurring payments will be taken around the anniversary of the initial payment. Dates may vary due to bank holidays and weekends.

By providing a credit/debit payment the client hereby authorises Paisley Training and Consultancy to deduct a monthly fee agreed at the time of subscribing to the Policies and Procedures Subscription Package.

The customer is responsible for ensuring an up-to-date payment method is available in their client account.

When payment is declined the client will have 7 days to update payment details and to ensure the payment is made. Failure to provide an updated payment method will result in full payment of remaining subscription being invoiced and required paying in 7 days. Paisley Training and Consultancy also reserves the right to apply an administration fee of £60 + VAT.

## **6. Returns**

Clients ordering Policies and Procedures are responsible for ordering the correct Policies and Procedures for their service type.

Once Policies and Procedures have been received returns cannot be accepted.

Refunds are not available for Digital Products.

## **7. Intellectual Property and Copyright**

All Policies and Procedures remain the intellectual property and copyright of Paisley Training and Consultancy.

Policies and Procedures purchased are for the sole use of the organisation purchasing and must not be resold or shared with other organisations/individuals, including sharing on social media and online platforms. This includes both digital and paper copies.

All Policies and Procedures, to the best of our knowledge, are accurate and a current reflection of legislation and regulatory requirements at the time of purchase.

## **Contact Information**

Paisley Training and Consultancy can be contacted by:

Telephone: 01772 305215

Email: [info@paisleytrainingandconsultancy.com](mailto:info@paisleytrainingandconsultancy.com)

Website: [www.paisleytrainingandconsultancy.com](http://www.paisleytrainingandconsultancy.com)