

Catch22 – Specialist Training & Consultancy for Professionals Terms & Conditions

1. Scope of Service

1.1 Catch 22 Charity Limited (“Catch22”) will deliver specialist training and/or short-term intervention services (“Services”) as set out in the agreed booking confirmation or written agreement.

1.2 Services may include, but are not limited to:

- Standard training packages
- Bespoke training
- Short-term intervention programmes (including ROAD, REASON and Parenting Uncovered)

1.3 The Services are provided for learning and development purposes only and do not constitute legal, clinical, safeguarding, therapeutic or professional advice.

2. Booking Confirmation

2.1 A booking will be deemed confirmed once:

- Delivery dates, delivery method (in person or virtual) and group size have been agreed; and
- Written confirmation, purchase order or equivalent authorisation has been received.

2.2 Indicative lead times are:

- Standard training: 4–6 weeks
- Bespoke training: 6–12 weeks
- Short term interventions: 6–8 weeks

2.3 Catch22 reserves the right to decline or delay delivery where sufficient notice, information or authorisation has not been provided.

3. Fees & Payment

3.1 Fees are charged in accordance with Catch22’s published or agreed rates for the relevant Services. Fees are exclusive of VAT which is charged on the amount invoiced.

3.2 Payment is due within **five (5) working days** following delivery of the Services, unless otherwise agreed in writing.

3.3 Payment Method: BACS or bank transfer to Catch22 bank account indicated on the invoice.

3.4 Additional costs may be charged where applicable, including but not limited to:

- Venue hire
- Bespoke materials
- Travel and accommodation
- Additional delivery days or sessions

3.5 Catch22 reserves the right to suspend delivery or withhold reports or materials where payment is overdue.

4. Cancellation Policy

4.1 All cancellations must be submitted in writing to Hannah.Bignall@catch-22.org.uk or Joe.Raby@catch-22.org.uk

4.2 Cancellation charges apply as follows:

- **14 or more calendar days before delivery:** No charge
- **8–14 calendar days before delivery:** 50% of the total fee
- **0–7 calendar days before delivery:** 100% of the total fee

4.3 Catch22 reserves the right to invoice in accordance with this clause.

5. Rescheduling Policy

5.1 A minimum of **14 calendar days' notice** is required to reschedule delivery.

5.2 Rescheduling within 14 days may result in recovery of costs already incurred or committed, including materials, travel and accommodation.

5.3 Rescheduled delivery is subject to availability.

6. Responsibilities of Catch22

6.1 Catch22 will:

- Provide appropriately qualified and experienced practitioners
- Deliver Services using evidence based and trauma informed approaches
- Provide training or intervention materials where applicable
- Provide an evaluation or summary impact report for intervention programmes within two (2) weeks of completion, unless otherwise agreed

6.2 Catch22 may substitute practitioners where necessary, provided replacements are suitably qualified.

7. Responsibilities of the Recipient

7.1 The commissioning organisation (“the Recipient”) will:

- Ensure participant attendance and engagement
- Provide suitable facilities for in person delivery
- Communicate any access, learning or reasonable adjustment requirements in advance
- Provide appropriate technology and support for virtual delivery
- Ensure a safe, respectful and appropriate learning environment

7.2 Catch22 reserves the right to suspend or terminate delivery where behaviour presents a safeguarding, safety or welfare concern for staff or participants.

8. Group Size Requirements

8.1 Unless otherwise agreed in writing:

- Training: minimum 10 / maximum 40 participants
- Short term interventions: minimum 4 / maximum 20 participants

8.2 Catch22 reserves the right to adjust delivery where group size materially differs from that agreed.

9. Bespoke Training & Codesign Expectations

9.1 Bespoke Services are delivered using a co-production, co-design and co-creation approach.

9.2 This requires timely engagement from the Recipient during consultation, review and sign-off stages.

9.3 Development fees for bespoke Services start at £2,500 for a full day package unless otherwise agreed.

10. Quality Assurance

10.1 All Services are:

- Evidence based and trauma informed
- Delivered by experienced practitioners
- Quality assured for inclusion and accessibility
- Evaluated using participant feedback and learning impact measures

10.2 Evaluation outputs are indicative and do not guarantee specific outcomes.

11. Safeguarding & Risk

11.1 Catch22 practitioners operate in accordance with Catch22 safeguarding policies and procedures.

11.2 Any safeguarding concerns identified during delivery will be escalated in line with those policies.

12. Data Protection

12.1 Catch22 processes personal data in accordance with applicable data protection legislation and its organisational data protection policies.

12.2 Personal data will only be processed where necessary for delivery, monitoring, evaluation or reporting.

12.3 Catch22 may use anonymised and aggregated data for service improvement, reporting and impact evidence.

13. Intellectual Property

13.1 All intellectual property rights in the Services, including training materials, methodologies, frameworks, tools and content, remain the property of Catch22.

13.2 The Recipient is granted a non-exclusive, non-transferable licence to use materials solely for internal purposes in connection with the specific Services delivered.

13.3 Materials must not be copied, recorded, distributed, reused, adapted or delivered to third parties without Catch22's prior written consent.

13.4 Bespoke development does not transfer ownership of intellectual property unless expressly agreed in writing.

14. Confidentiality

14.1 Each party shall keep confidential any information disclosed in connection with the Services that is confidential in nature.

14.2 Confidentiality obligations do not apply to information that is publicly available, independently developed, or required to be disclosed by law.

14.3 This clause survives termination or completion of the Services.

16. Indemnity

16.1 The Recipient shall indemnify Catch22 against losses arising from:

- Inaccurate information provided by the Recipient
- Misuse of materials or learning
- Failure to comply with these Terms & Conditions

17. Force Majeure

17.1 Catch22 shall not be liable for failure or delay in performance caused by events beyond its reasonable control.

17.2 In such circumstances, Catch22 may reschedule delivery or make reasonable adjustments to delivery method or personnel.

18. Termination

18.1 Catch22 may terminate delivery immediately where:

- Fees remain unpaid
- Behaviour presents a safeguarding or safety risk
- Continued delivery would be inappropriate or unsafe

18.2 Fees remain payable for Services delivered and costs incurred up to termination.

19. Insurance

19.1 Catch22 maintains appropriate insurance cover for the Services provided.

20. Governing Law

20.1 These Terms & Conditions are governed by the laws of England and Wales.

20.2 The courts of England and Wales have exclusive jurisdiction.

21. Changes by Catch22

Catch22 reserves the right to make reasonable adjustments to content, trainers, or delivery method if required. Any changes will be communicated as early as possible.

22. Contact

For all correspondence or amendments:

Hannah.Bignall@catch-22.org.uk

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