

Terms and Conditions

Version 1 - April 2025

Welcome to Clarity Professional Ltd ("we", "us" and "our"). These Terms and Conditions ("Terms") govern your use of our website, online courses, training materials, and related services (collectively, "Services").

By accessing or using our Services, you agree to be bound by these Terms. Please read them carefully before purchasing, enrolling or using our Services. If you do not agree with these Terms, you must not use our Services.

1. Company Information

Clarity Professional Ltd is a company registered in England and Wales.

Registered address: 1 Belmont, Walmer, Deal CT14 7QU

Company number: 12140407

Email contact: hello@clarity-pro.co.uk

2. Eligibility

Our CPD and qualifications are intended for individuals aged 18 and over. By registering with us, you confirm that:

- You are legally capable of entering into a binding contract; and
- The information you provide during registration is complete and accurate.

3. Our Services

We provide training courses, educational content, coaching, and qualifications designed for people in a range of roles in the veterinary and allied sectors.

While we make every effort to ensure the accuracy of our content:

- Course materials are provided for educational purposes only; and
- Course materials do not constitute professional or legal advice.

We reserve the right to modify, suspend, or discontinue any part of our Services at any time.

4. Enrolment and Access

Access to our Services is granted once payment is received in full (unless otherwise agreed).



Access is for personal, non-commercial use only. You must not share your login credentials with others.

We reserve the right to suspend or terminate accounts where misuse of our Services or breach of these Terms is detected.

5. Institutional and Organisation Enrolments

Veterinary practices, educational institutions, or other organisations may enrol multiple learners under a single agreement or corporate account.

By entering into such an agreement:

- The organisation is responsible for ensuring all enrolled learners comply with these Terms
- Access credentials provided to learners are for their individual use only and must not be shared or transferred
- The organisation is responsible for maintaining accurate learner details and notifying us of any changes
- Payment terms, invoicing, and access duration will be outlined in the institutional contract or invoice
- Certificates will be issued to individual learners upon completion, not to the organisation

5.1 Learners leaving the institution

If a learner enrolled under an institutional agreement leaves the organisation before completing their course, access to the course will normally remain available to the learner until the original access period expires. However, the organisation may request that the learner's access be withdrawn if required for confidentiality or data protection reasons.

No refunds or substitutions will be provided for learners who leave their organisation unless otherwise agreed in writing. Requests for reassignment of course places must be made in writing and may be subject to an administration fee.

5.2 Sharing of learner progress information

By enrolling learners under an institutional agreement, the organisation acknowledges and agrees that Clarity Professional Ltd may share learner-related information, including registration details, progress reports, assessment results, and completion status, with designated representatives of that organisation for legitimate administrative, training, and compliance purposes.

Learners will be informed at registration that such information may be shared with their employing organisation and will be asked to provide consent for this data sharing. Progress and performance data will only be shared where consent has been provided, and learners may withdraw consent at any time by contacting hello@clarity-pro.co.uk.

All data will be shared and processed in accordance with our Privacy Policy, the UK General Data Protection Regulations, and the Data Protection Act 2018.



5.3 We reserve the right to terminate or suspend institutional access if misuse, unauthorised sharing, or breach of contract occurs.

6. Fees and Payments

All fees are listed in GBP (£) and are subject to VAT where applicable. Payment methods accepted will be listed at the point of purchase.

We reserve the right to change pricing at any time, but this will not affect any existing enrolments, or those already paid for.

Refunds will be provided only in accordance with our Refund Policy (see Section 6).

7. Cancellations and Refunds

7.1 Individual Learners

You have the right to cancel your enrolment within **14 days** of purchase if you have not yet accessed your course.

To request a refund, please email hello@clarity-pro.co.uk with your order details. Refunds will be processed within 14 days of approval.

Once you have accessed your course or accessed or downloaded any course materials, you waive your right to cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

7.2 Institutional Clients

Refunds for institutional enrolments are handled in accordance with the terms of the institutional agreement. Partial refunds are not available for individual learners once course access has been activated.

8. Certification and Assessment

Where applicable, certificates are awarded upon successful completion of courses, assessments and quality assurance.

We reserve the right to withhold certification if:

- Course requirements have not been met; or
- Assessment standards have not been achieved; or
- Academic integrity has not been maintained; or
- Fees remain outstanding.

9. Intellectual Property



All course content, materials, website content and branding are owned by Clarity Professional Ltd or licensed to us.

You may not copy, reproduce, distribute or exploit any part of the content or materials without prior written consent from the Course Director.

Limited personal use is permitted for study and reference only.

10. Limitation of Liability

To the fullest extent permitted by law, Clarity Professional Ltd shall not be liable for:

- Any indirect, incidental, or consequential loss;
- Any loss of income, business, or data; or
- Any errors or omissions in course content.

Our total liability for any claim arising from the use of our Services shall not exceed the amount paid by you for the Service in question.

11. Data Protection and Privacy

Your personal data is collected and processed in accordance with our Privacy Policy, available on our website.

We comply with the UK General Data Protection Regulations and the Data Protection Act 2018.

For institutional clients:

- The organisation acts as the data controller for its learners' information; and
- Clarity Professional Ltd acts as the data processor for training delivery and reporting purposes.

We process and share learner data only where there is a lawful basis to do so, and we seek learner consent where required - for example, before sharing progress or completion updates with an employing organisation.

12. Third Party Links and Services

Our Services may contain links to third party websites or resources. We are not responsible for the content or accuracy of such external sites.

12. Termination

We may suspend or terminate your access to our Services if you:

- Breach these Terms;
- Misuse our intellectual property; or



- Engage in behaviour that we deem inappropriate or damaging to other learners, our staff, or our company.

For institutional clients, we may suspend group access where systemic misuse or breach occurs.

14. Governing Law

These Terms are governed by and construed in accordance with the laws of England and Wales. Any disputes arising under these Terms will be subject to the exclusive jurisdiction of the courts of England and Wales.

15. Contact Us

If you have any questions about these Terms, please contact us via hello@clarity-pro.co.uk.

