



Terms and Conditions for FSIG/M&S Factory Standards Training Academy

Effective Date: 1st January 2026

1. Services Provided

We offer:

- Online food safety training courses via our website or approved platforms.
- In-person training sessions at client premises or designated venues.

2. Booking and Payment

All bookings must be made via the FSIG booking portal:

<https://fsig-learning.thinkific.com/collections/m-s-technical-standards-training>

- Full payment is required at the time of booking via Credit Card payment.
- Requests for group bookings or for payment by BACS transfer may be made. Where such a request is accepted, the fee shall be payable within 14 days of the invoice date, except where the Event is booked fewer than 14 Working Days prior to the Event start date, in which case the fee shall be payable immediately and in advance. We accept payment via credit/debit card, bank transfer.
- “In House” training packages may be subject to separate terms based on agreed requirements.

3. Cancellations and Refunds

Individual Bookings

- Online Courses: No refunds once access to course materials has been granted.
- Face-to-Face Training:
 - Cancellations made more than 7 days before the session: Full refund.

- Cancellations within 7 days: 50% refund.
- No-shows or cancellations within 48 hours: No refund.

Group Bookings (3 or more participants)

- Cancellations made more than 14 days before the scheduled training date: Full refund.
- Cancellations made between 7–14 days before the training: 50% refund.
- Cancellations made less than 7 days before the training: No refund.

Rescheduling may be offered at our discretion, subject to availability and administrative fees.

Substitutions of participants are allowed up to 48 hours before the session at no additional cost.

We reserve the right to cancel or reschedule the training due to unforeseen circumstances. Where this occurs, a full refund of the fees paid will be offered or the booking may be transferred to an alternative date. Please note that we cannot accept responsibility for any travel, accommodation or other costs incurred as a result of such cancellation or rescheduling.

4. Participant Responsibilities

- Participants must attend all scheduled sessions and complete any required assessments.
- For face-to-face training, punctuality and appropriate conduct are expected.
- Access to online training is for individual use only and must not be shared.

5. Certification

- Certificates are issued upon successful completion of the course and any required assessments.
- Replacement certificates may incur an administrative fee.

6. Intellectual Property

- All training materials, content, and resources are the intellectual property of FSIG Limited or its licensors.
- You may not copy, distribute, or reproduce any materials without prior written consent.

7. Limitation of Liability

- We are not liable for any indirect, incidental, or consequential damages arising from the use of our services.
- Our total liability is limited to the amount paid for the training service in question.

8. Privacy and Data Protection

We are committed to protecting your personal data and complying with applicable data protection laws, including the UK General Data Protection Regulation (UK GDPR).

- **Data Collection:** We collect personal data such as your name, contact details, and training records for the purpose of delivering our services.
- **Data Use:** Your data is used solely for booking, delivering, and certifying training services, and for internal record-keeping.
- **Data Sharing:** We do not share your personal data with third parties unless required by law or with your explicit consent.
- **Data Security:** We implement appropriate technical and organisational measures to safeguard your data.
- **Your Rights:** You have the right to access, correct, or request deletion of your personal data. You may also object to or restrict certain processing activities.

Data Retention Periods:

- **Training records and certification data:** Retained for a minimum of 6 years to comply with industry standards and audit requirements.
- **Financial and invoicing records:** Retained for 7 years in accordance with tax and accounting regulations.

- General enquiries and correspondence: Retained for up to 2 years after resolution, unless further retention is required for legal or operational reasons.
- After the retention period, data is securely deleted or anonymised.

For more information, please refer to our full [Privacy Policy – link or attach].

9. Feedback and Complaints

We welcome feedback to help us improve our services. You can submit feedback via the following link: [M&S Factory Standards Training Delegate Feedback – Fill in form](#)

- If you are dissatisfied with any aspect of our service, please contact us within 14 days of the training date.
- We aim to acknowledge all complaints within 3 working days and provide a full response within 10 working days.
- If you are not satisfied with our response, you may escalate the matter to an appropriate external body (e.g., awarding body or training accreditation authority, if applicable).

10. Health and Safety Policies

We are committed to providing a safe and healthy environment for all participants and trainers.

- All face-to-face training sessions are conducted in accordance with current health and safety regulations and risk assessments.
- Participants must follow all safety instructions provided during training and report any hazards or incidents to the trainer immediately.
- If you have any medical conditions or accessibility needs, please inform us in advance so we can make appropriate arrangements.
- In the event of an emergency during face-to-face training, participants must follow the venue's evacuation procedures and trainer guidance.

11. Governing Law

These Terms are governed by the laws of United Kingdom. Any disputes will be subject to the exclusive jurisdiction of the courts of United Kingdom

12. Contact Us

Food Safety and Integrity Group Limited

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Email: fsig-learning@fsigltd.com

<https://fsig-learning.thinkific.com/collections/m-s-technical-standards-training>