

Website & Service Terms

Effective date: 31 July 2026

Company No. 17090210	Jurisdiction England and Wales	Contact info@ignitegrowthacademy.co.uk
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These Terms govern use of ignite-growth.io and, where incorporated into an accepted proposal, order form or Statement of Work, the purchase and use of Ignite Growth Academy's training, learning, coaching, consultancy and related services.

Important: Please read these Terms carefully before using the Website, creating an account, purchasing a subscription, accepting a proposal or booking a programme. If you act for an organisation, you confirm that you have authority to bind it.

01 Introduction and acceptance

These Website and Service Terms (the Terms) form an agreement between Ignite Growth Academy Ltd (Ignite, we, us or our) and the person or organisation accessing the Website or purchasing or using Services (you, your or the Client).

By accessing or using the Website, you agree to the provisions that apply to Website use. By accepting a proposal, Statement of Work, order form or other written booking, you also agree to the provisions that apply to Services. If you do not agree, you must not use the Website or Services.

02 Company information

Ignite Growth Academy Ltd is a company registered in England and Wales under company number 17090210.

Registered office: 27 Old Gloucester Street, London, WC1N 3AX, United Kingdom.

Website: ignite-growth.io

Email: info@ignitegrowthacademy.co.uk

03 Definitions and contractual documents

In these Terms: Materials means training content, recordings, frameworks, templates, toolkits, assessments and other learning resources; Services means the training, online learning, coaching, assessment, consultancy, advisory and learning-management services we agree to provide; Platform means any learning management system, digital learning portal or virtual classroom we make available; and Proposal includes an accepted proposal, Statement of Work, order form or other written agreement describing the Services.

The Proposal and these Terms form the agreement. If there is a conflict, the Proposal takes priority for the relevant Services, followed by these Terms. Any separate data processing agreement takes priority for the processing it covers. Client purchase terms do not apply unless we expressly accept them in writing.

04 Eligibility and business use

You must be at least 18 years old and legally capable of entering into a binding agreement. If you use the Website or Services for an organisation, you confirm that you are authorised to act for it.

Our Services are primarily designed for businesses and professional users. If you are a consumer, nothing in these Terms limits any statutory rights that cannot lawfully be excluded or restricted.

05 Our services

We provide practical, implementation-focused professional development intended to improve organisational capability and business performance. Services may include corporate and bespoke training, agency capability bootcamps, leadership development, digital marketing and IT development training, management training, skills assessments, coaching, consultancy, advisory support, learning-management services and digital learning subscriptions.

Delivery may be face-to-face, on-site, virtual, recorded, online, blended, hybrid, one-to-one or group-based. The precise scope, deliverables, schedule, participant numbers, delivery method and outcomes will be stated in the Proposal.

06 Proposals, bookings and changes

Website descriptions, indicative prices and marketing materials are invitations to enquire only and are not binding offers. A binding commitment to provide Services arises when we confirm a booking in writing, both parties sign or accept a Proposal, or we begin delivery at your written request.

Changes to the scope, timing, venue, participant numbers or deliverables must be agreed in writing. A change may affect fees, expenses and delivery dates. We may use suitably qualified employees, trainers, consultants or subcontractors to deliver all or part of the Services while remaining responsible for their performance.

07 Fees, VAT, expenses and payment

Fees are those stated in the Proposal. Indicative Website prices may change and are not binding. Unless stated otherwise, all fees are exclusive of VAT and VAT will be added where applicable.

Payment may be staged where the Proposal says so, including a 50% payment on acceptance and 50% on completion. Unless otherwise agreed, invoices are payable within 14 days of the invoice date without deduction, set-off or counterclaim.

Reasonable pre-approved travel, accommodation, venue, equipment or third-party expenses may be charged in addition to fees. If an undisputed invoice is overdue, we may suspend Services or Platform access after giving reasonable notice and may claim statutory interest and recovery costs where legally available.

08 Client responsibilities

You must cooperate reasonably and provide everything needed for timely delivery, including:

- accurate, complete and timely information, instructions and feedback;
- appropriate attendee availability and authorised decision-makers;
- a safe, accessible and suitably equipped venue for on-site delivery;
- reliable internet access and compatible equipment for virtual delivery;
- necessary permissions, licences and access to systems, personnel or materials;
- appropriate participant conduct and compliance with reasonable trainer instructions; and
- payment of all fees when due.

We are not responsible for delay, additional cost or reduced outcomes caused by your failure to meet these responsibilities. We may adjust the timetable and charge reasonable additional costs resulting from such failure, subject to prior notice where practicable.

09 Cancellations, postponements and refunds

Any cancellation, rescheduling, substitution and refund terms stated in the Proposal apply. If the Proposal is silent, either party must notify the other promptly and act reasonably to agree a revised date or scope. You remain responsible for non-refundable third-party costs and for Services already delivered or work already performed.

We may cancel or postpone a session where necessary because of trainer illness, safety concerns, insufficient enrolment, technical failure or circumstances beyond our reasonable control. We will use reasonable efforts to offer an alternative date, trainer or delivery method. If we permanently cancel a paid Service without providing a reasonable alternative, we will refund the fees paid for the undelivered part.

Nothing in this section affects any mandatory consumer cancellation or refund right that applies by law.

10 Subscriptions, accounts and Platform access

Subscription term, user numbers, fees, billing cycle, renewal and cancellation arrangements will be stated in the relevant Proposal or checkout information. Unless expressly stated otherwise, access ends at the close of the paid subscription term and renewal requires agreement or payment for a further term.

Accounts are personal to the authorised user and may not be shared. You are responsible for keeping login details confidential, providing accurate account information and notifying us promptly of suspected unauthorised access. We may suspend access to protect security, investigate misuse, address non-payment or maintain the Platform.

We use commercially reasonable efforts to provide reliable access but do not guarantee uninterrupted or error-free availability. Planned maintenance, emergency work, internet conditions and third-party services may affect access. We may update Platform features and Materials where this does not materially reduce the purchased Service.

11 Acceptable use

You must use the Website, Platform and Services lawfully and professionally. You must not:

- share accounts or permit access beyond the authorised number of users;
- copy, record, scrape, download or extract Materials except where expressly permitted;
- sell, sublicense, publish, distribute or make Materials available to third parties;
- upload malware or attempt unauthorised access, security testing or disruption;
- circumvent technical protections or usage limits;
- submit unlawful, infringing, discriminatory, threatening or misleading content;
- impersonate another person or use the Services for fraud, spam or unlawful activity; or
- use Materials or Platform content to train, fine-tune or evaluate an artificial intelligence model without our prior written permission.

We may remove content and suspend or terminate access for material or repeated breach. Serious misuse may be reported to relevant authorities.

12 Intellectual property and licence

All intellectual property rights in the Website, Platform, Materials, our methodologies, branding and pre-existing content belong to us or our licensors. No ownership transfers to you.

Subject to payment and compliance with these Terms, we grant the Client a limited, non-exclusive, non-transferable, non-sublicensable licence for authorised personnel to use the Materials internally for the Client's business and learning purposes during any stated access period.

You may not copy, reproduce, modify, adapt, translate, sell, redistribute, publish or create derivative works from Materials without our prior written permission, except to the limited extent mandatory law permits. You retain ownership of materials you supply. You grant us a licence to use them only as reasonably needed to deliver the Services.

13 Recordings, feedback and user content

A session may be recorded only where this is stated in advance or all relevant parties consent. Access to any recording is limited to the period and users specified in the Proposal. You must not make your own audio, video or screen recording without written permission.

If you submit comments, course posts, files or other content, you confirm that you have the right to do so and that it is lawful. You grant us a non-exclusive licence to host, display and process that content only as needed to operate and improve the Services.

We may use feedback and aggregated or anonymised learning insights to improve our Services, provided they do not identify the Client or an individual. We will not use the Client's name, logo or testimonial publicly without permission.

14 Certificates, assessments and outcomes

Any certificate, assessment, accreditation or completion criterion will be described in the relevant programme information or Proposal. We may require attendance, completion of learning activities, submission of work or achievement of a stated standard.

Training supports capability development but results depend on participation, implementation and factors outside our control. We do not guarantee any particular revenue, profit, performance improvement, qualification, employment, promotion, client result or regulatory outcome.

15 Confidentiality

Each party must keep confidential all non-public commercial, technical and proprietary information received from the other and use it only to perform or receive the Services. This duty does not apply to information that is public through no breach, already lawfully known, independently developed or received lawfully from a third party.

A party may disclose confidential information where required by law, regulation or a court, and should give advance notice where legally permitted. Each party must protect confidential information using reasonable care. These obligations continue after the agreement ends.

16 Data protection and privacy

Each party must comply with applicable data protection law, including the UK GDPR and Data Protection Act 2018. Our handling of personal information collected through the Website is described in our Privacy Policy.

Where we process personal data on the Client's behalf, the parties will enter into a suitable data processing agreement where required. The Client is responsible for having a lawful basis to provide participant and personnel data to us and for giving any required privacy information.

17 Website content, links and cookies

Website content is general information only and may be updated without notice. We use reasonable efforts to keep it accurate, but do not guarantee that it is complete, current or suitable for a particular purpose. It is not legal, financial, tax, accounting or other regulated professional advice.

The Website may link to third-party sites and services. We do not control or endorse them and are not responsible for their content, availability, security or practices. Use of third-party services is subject to their own terms.

Our use of cookies and similar technologies is explained in our Cookie Policy. Where law requires consent, non-essential cookies will be used only in accordance with the choices made through our consent mechanism.

18 Service standards and warranties

We will perform the Services with reasonable skill and care, use personnel with relevant expertise, provide reasonably current Materials and use commercially reasonable efforts to meet agreed timelines and maintain professional conduct.

Except as expressly stated in the agreement or required by law, all other warranties, conditions and terms are excluded to the fullest extent permitted by law. We do not warrant that the Website, Platform or Materials will be uninterrupted, completely secure, error-free or compatible with every device or system.

19 Liability

Nothing in the agreement excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot legally be excluded or limited.

Subject to the paragraph above, our total aggregate liability arising out of or in connection with the relevant Proposal, whether in contract, tort (including negligence), breach of statutory duty or otherwise, will not exceed the total fees paid or payable under that Proposal.

Subject to the first paragraph of this section, we will not be liable for indirect or consequential loss, or for loss of profit, revenue, business, opportunity, anticipated savings, goodwill, reputation or data. We are not liable for a failure caused by the Client, a participant, internet connectivity or a third-party platform outside our reasonable control.

The parties agree that these limitations are reasonable in light of the fees and allocation of risk. If you are a consumer, these limitations apply only to the extent permitted by law.

20 Indemnity

Where the Client is acting in the course of business, the Client will indemnify us against third-party claims, losses and reasonable costs arising from materials supplied by the Client, the Client's unlawful use of the Services, or the Client's material breach of section 11 or 12, except to the extent caused by our negligence or breach.

21 Force majeure

Neither party is liable for delay or failure caused by an event beyond its reasonable control, including natural disaster, epidemic, industrial action, war, civil disorder, government action, utility or internet failure, cyberattack, venue closure or third-party platform outage. The affected party must notify the other and use reasonable efforts to reduce the impact.

Payment obligations for Services already delivered are not excused. If the event continues for a prolonged period and materially prevents delivery, either party may terminate the affected Services by written notice, with fees adjusted for work completed and unavoidable committed costs.

22 Suspension and termination

Either party may terminate a Proposal immediately by written notice if the other commits a material breach that cannot be remedied, or fails to remedy a remediable material breach within a reasonable period stated in written notice. We may suspend Services or access for overdue undisputed fees, security risk, unlawful use or material breach.

On expiry or termination, access rights end, outstanding invoices become payable and each party must return or securely delete the other's confidential information where reasonably requested, subject to legal retention duties. Provisions intended to continue, including intellectual property, confidentiality, liability and payment obligations, survive.

23 Communications and notices

Operational communications may be sent electronically to the contact details supplied. Formal notices concerning breach or termination must be in writing and delivered by hand, pre-paid post or email to the address stated in the Proposal, or for notices to us, to our registered office and info@ignitegrowthacademy.co.uk.

Electronic acceptance, including e-signature or written email acceptance by an authorised representative, may create a binding agreement.

24 Changes to these Terms

We may update the Website-use provisions by publishing a revised version and effective date. Changes will not retrospectively alter an accepted Proposal. For ongoing subscriptions, we will give reasonable notice of a material change where practicable. Continued use after the change takes effect constitutes acceptance, subject to any mandatory rights.

25 General

Neither party may assign the agreement without the other's written consent, not to be unreasonably withheld, except that we may assign it as part of a genuine corporate reorganisation or transfer of our business. We may subcontract as described in section 6.

A failure or delay in enforcing a right is not a waiver. If a provision is unlawful or unenforceable, it will be adjusted or removed only to the minimum extent necessary and the remaining provisions continue. The agreement does not create a partnership, joint venture, employment or agency relationship.

No third party has a right to enforce the agreement under the Contracts (Rights of Third Parties) Act 1999. The Proposal, these Terms and any expressly incorporated documents constitute the entire agreement and supersede prior discussions about their subject matter, without limiting liability for fraud.

26 Governing law and disputes

The agreement and any non-contractual obligations arising from it are governed by the laws of England and Wales. The courts of England and Wales have exclusive jurisdiction, except where mandatory consumer law gives a consumer the right to bring proceedings elsewhere.

Before starting formal proceedings, the parties should first try in good faith to resolve the dispute through discussions between authorised senior representatives.

27 Contact us

Questions about these Terms may be sent to:

Ignite Growth Academy Ltd
Company Registration Number: 17090210
27 Old Gloucester Street
London
WC1N 3AX
United Kingdom

Email: info@ignitegrowthacademy.co.uk

Website: ignite-growth.io

Document note

These Terms should be read alongside the applicable Privacy Policy, Cookie Policy, Proposal or Statement of Work and, where appropriate, Data Processing Agreement.