

The BTR Hub Website Terms of Use

1. About These Terms

These terms explain the rules for using our website, thebtrhub.com. By using the website, you agree to them. If you do not agree, please do not use the website.

These terms are about using the website only:

- **Booking a course as an individual:** your booking is covered by our Course Booking Terms, which you will see and accept before you pay.
- **Online courses from other providers:** online courses on our website are provided through third-party course providers, such as Pro-Trainings, and are governed by the provider's own terms at the point of purchase.
- **Business clients:** our services are covered by the contract you have signed with us. Nothing in these terms changes that contract.
- **Your personal data:** our Privacy Notice and Cookie Policy explain how we use personal data and cookies (see section 8).

2. About Us

The website is run by **THE BTR HUB LIMITED** ("The BTR Hub", "we", "us" or "our"), a private limited company registered in England and Wales.

- Company number: 14078258
- Registered office: 2nd Floor Fairchild House, Redbourne Avenue, London, England, N3 2BP
- VAT number: GB410288818
- Email: admin@thebtrhub.com
- Telephone: 020 8080 4990

For data protection questions, requests or complaints, please email **compliance@thebtrhub.com**.

3. Using Our Website

You may use our website free of charge. We may change, suspend or withdraw any part of it at any time, for example for maintenance or security. We do not promise that the website will always be available or free from errors.

When you use our website, you must not:

- use it in a way that breaks the law or is fraudulent or harmful;
- try to gain unauthorised access to the website, its server or any connected system, or get around its security features (such as the checks that protect our booking and enquiry forms from spam and abuse);
- introduce viruses or other harmful material; or
- copy large amounts of content by automated means, or use the website to send unsolicited marketing.

We may restrict or stop your access if you break these rules.

4. Information on Our Website

The information on our website is general information about our training, recruitment and compliance services. We try to keep it accurate and up to date, but it is not professional or legal advice for your situation.

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Course details, dates and prices are confirmed on the booking page before you book. The price shown there is the total price, including VAT. If you are a business client, your signed contract sets out what we will provide.

5. Intellectual Property

We, or the people who license material to us, own the content of our website, including text, images, logos and course information. You may view it, and print or download extracts for your own personal, non-commercial use.

You must not copy, change or use our content, logos or course materials for any commercial purpose without our written permission.

6. Links to Other Websites and Services

Some parts of our website are provided by other companies on our behalf. For example, our booking pages are provided by our booking provider, Bookeo, and our enquiry forms by Freshworks, and some online courses by third-party course providers, such as Pro-Trainings. Our website may also link to other websites, such as social media. We are not responsible for the content of other websites. Their own terms and privacy policies apply when you use them. Our Privacy Notice explains how we use the information you give us through our booking pages and forms.

7. Enquiries and Bookings

- **Enquiry forms do not create a contract.** When you send an enquiry, ask for a call back or ask about a course or service, you are not booking or buying anything, and we are not agreeing to provide it.
- **Course bookings by individuals** are made through our booking pages and are covered by our Course Booking Terms. A contract is made only when you have paid in full and we have emailed you a booking confirmation.
- **Online courses from third-party providers**, such as Pro-Trainings, are bought under the provider's own terms at the point of purchase.
- **Business clients** are covered by the contract they have signed with us.

8. Your Personal Data and Cookies

Our Privacy Notice explains how we collect and use personal data, how long we keep it and your rights. Our Cookie Policy explains the cookies our website uses and how to manage them. Both are available on our website, thebtrhub.com.

For any data protection question, to use your rights, or to make a data protection complaint, email compliance@thebtrhub.com.

9. Our Responsibility to You

Nothing in these terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for anything else that cannot be limited or excluded by law.

If you are a consumer:

- We provide our website for your domestic and private use. We are responsible for loss or damage you suffer that is a foreseeable result of our breaking these terms or failing to use reasonable care and skill.

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- We are not responsible for loss or damage that was not foreseeable, or for any business losses.

If you use our website for business:

- We are not responsible for any loss of profit, sales, business or revenue, business interruption, or loss of business opportunity, goodwill or reputation arising from your use of our website.
- This does not affect any contract you have signed with us.

We take reasonable steps to keep our website secure, but we cannot promise that it is free from viruses. Please use your own virus protection.

10. Changes to These Terms

We may update these terms from time to time, for example to reflect changes in the law or in how our website works. The version on our website when you use it applies. The version number and date are on the front page. Course bookings are covered by the Course Booking Terms in force when you book.

11. Law and Courts

These terms are governed by the law of England and Wales. Any dispute about them will be dealt with by the courts of England and Wales. If you are a consumer living in Scotland or Northern Ireland, you may also bring proceedings in your local courts.

12. Contact Us

- General questions and bookings: **admin@thebtrhub.com** or 020 8080 4990
- Data protection questions, requests and complaints: **compliance@thebtrhub.com**