Full Training Terms and Conditions

Extended contractual terms for Schema Therapy Systems

SCHEMA THERAPY SYSTEMS

These Terms and Conditions are intended for use alongside the course description, booking information and Privacy Notice. They should be presented to participants before a booking is completed and retained in a durable form, such as by email or downloadable document.

Important information before booking

Attendance at training does not guarantee eligibility for, or achievement of, ISST certification.

Participants are responsible for checking the current ISST eligibility and certification requirements that apply to them before booking, paying fees or commencing training.

Participants are responsible for maintaining any professional registration, indemnity insurance and supervision required for their role and jurisdiction.

Unless expressly stated otherwise, training is educational and does not constitute psychotherapy, clinical treatment, clinical supervision or consultation.

Trainers may modify, pause or discontinue experiential work, or withdraw a participant from an activity, where reasonably necessary to protect wellbeing, safety or the learning environment.

1. Definitions

“Business” or “Schema Therapy Systems” means the provider identified in the Contact section. “Participant” means the person attending training. “Customer” means the person or organisation making the booking. “Consumer” means an individual acting wholly or mainly outside their trade, business, craft or profession. “Training” includes courses, workshops, seminars and other educational events described in the booking information.

“ISST” means the International Society of Schema Therapy. References to ISST requirements mean the requirements published by ISST and any applicable national or regional certification process at the relevant time.

2. Application and acceptance

These Terms apply to bookings for Training supplied by Schema Therapy Systems. By completing a booking, the Customer confirms acceptance of these Terms. Where an organisation books for a Participant, the organisation must bring these Terms to the Participant’s attention.

The course description, price, dates and any expressly agreed written variation form part of the contract. If there is an inconsistency, any individually agreed written term takes priority, followed by the course description and then these Terms.

3. Eligibility and ISST certification

Some Training may contribute towards ISST certification. It is the responsibility of UK and international candidates to review the current ISST certification and training requirements that apply to their intended certification route before booking, paying fees or commencing Training.

Candidates must satisfy themselves that they meet all relevant academic, professional registration or licensing, membership, clinical practice, supervision, training, assessment and other requirements. Schema Therapy Systems may request evidence of eligibility but any check does not transfer responsibility from the candidate.

Schema Therapy Systems does not control ISST certification decisions and does not guarantee eligibility, acceptance of hours, assessment outcomes or certification. A later finding of ineligibility does not automatically create a right to a refund beyond these Terms or applicable law.

4. Professional registration and scope of practice

Attendance does not itself confer competence, accreditation, certification, professional registration or a legal right to practise as a Schema Therapist.

Participants are responsible for working within their qualifications and competence; maintaining any required registration, licence and professional indemnity insurance; obtaining appropriate supervision; complying with professional codes and employer policies; and following the law of the jurisdiction in which they practise.

A Participant must not describe themselves as ISST certified unless formal certification has been awarded through the applicable ISST process.

5. Educational nature of Training

Unless expressly stated otherwise in writing, Training is educational. It does not create a therapist-client relationship and does not constitute psychotherapy, counselling, clinical treatment, clinical supervision, case consultation, diagnosis or medical advice.

Participants requiring personal therapeutic or clinical support should obtain this independently from a suitably qualified professional.

6. Booking, payment and confirmation

A booking request is an offer to purchase Training. The contract is formed when Schema Therapy Systems issues written confirmation. Schema Therapy Systems may decline a booking for a legitimate reason, including lack of capacity, unmet entry requirements or safeguarding concerns.

Fees must be paid by the date stated. Where instalments are agreed, all instalments remain payable in accordance with the agreement unless the booking is validly cancelled. The Customer is responsible for accurate booking and invoicing information.

Prices will state whether VAT is included or applicable. Any additional items not included in the fee will be identified in the course information.

7. Statutory consumer cancellation rights

A Consumer who enters into a distance or off-premises contract may have a statutory right to cancel without giving a reason during the 14-day period beginning after the contract is made. Schema Therapy Systems will provide any information and model cancellation form required by law.

A £10 administration charge will not be deducted from a refund required because a Consumer validly exercises a statutory cooling-off right.

Where the Consumer expressly asks for Training or another service to begin during the cooling-off period, and then cancels after supply has begun, Schema Therapy Systems may charge a proportionate amount for the service supplied up to cancellation where permitted by law. If the service has been fully performed following the Consumer's express request and acknowledgement, the statutory cancellation right may be lost where the law provides.

Nothing in these Terms restricts statutory rights relating to services that are not performed with reasonable care and skill, are not as described, or otherwise breach consumer law.

8. Contractual participant cancellation policy

Subject to statutory rights, a Participant who cancels more than 14 calendar days before the Training date will receive a refund of fees paid less £10 for reasonable administration and payment-processing costs.

Subject to statutory rights, no refund will normally be provided for cancellation 14 calendar days or fewer before the Training date. Schema Therapy Systems will not retain more than is reasonably justified by the losses and costs arising from the cancellation and will consider exceptional circumstances fairly.

Cancellation must be sent in writing. The effective date is the date the notice is received. Refunds will be made using the original payment method unless otherwise agreed and within the period required by law.

9. Transfers and substitute Participants

A Customer may request transfer to another available date or substitution of an eligible Participant. Requests are subject to availability, entry requirements, administrative feasibility and any reasonable additional cost. Approval will not be unreasonably withheld where no legitimate difficulty or loss arises.

A transfer does not create an unlimited right to further transfers or refunds. Any specific transfer conditions will be confirmed in writing.

10. Minimum participant numbers

Training may require a minimum number of Participants to support educational quality and financial viability. Schema Therapy Systems may cancel or postpone Training if minimum numbers are not reached.

Where this occurs, the Customer may choose an available alternative date or receive a full refund of the affected course fee.

11. Cancellation or postponement by Schema Therapy Systems

Schema Therapy Systems may cancel, postpone or reschedule Training where reasonably necessary, including trainer illness or incapacity, insufficient bookings, venue problems, technical failure, public health restrictions, severe weather or other operational difficulties.

If Schema Therapy Systems cancels Training and no agreed alternative is provided, all fees paid for that Training will be refunded in full. A Customer may choose a transfer instead.

Schema Therapy Systems is not responsible for travel, accommodation, childcare, loss of earnings or other consequential expenditure except where liability cannot lawfully be excluded or where the loss results from a failure to exercise reasonable care. Customers should avoid non-refundable arrangements where possible.

12. Force majeure

Neither party will be liable for delay or failure caused by an event beyond reasonable control, including natural disaster, fire, flood, epidemic or pandemic, government action, civil disorder, industrial dispute, transport disruption, power or internet outage, venue closure or failure of a key third-party service.

Schema Therapy Systems will take reasonable steps to minimise disruption and may offer online delivery, a replacement trainer, postponement, transfer or refund as appropriate. Force majeure does not remove any mandatory statutory right to a refund.

13. Changes to Training

Reasonable changes may be made to content, trainer, timetable, venue, materials or delivery method where necessary, provided the overall learning objectives and quality are not materially reduced.

Participants will be informed of material changes as soon as reasonably practicable. Where a material change amounts to a failure to provide the contracted service or gives a Consumer a right to cancel, that right will be honoured.

14. Online and hybrid Training

Participants are responsible for suitable equipment, internet access, audio and video capability, software and a private learning environment. Joining details must not be shared with unregistered persons.

Schema Therapy Systems will take reasonable steps to provide reliable online delivery but does not guarantee uninterrupted access where disruption is outside its reasonable control. Participants should report access problems promptly so reasonable support or alternatives can be considered.

15. Medical and psychological suitability

Schema Therapy Training may involve emotionally sensitive material, personal reflection, role-play, imagery and chairwork. Participants are responsible for considering whether participation is suitable in light of their health and current circumstances and for seeking independent professional advice where appropriate.

Participants should disclose adjustment needs or relevant concerns to the extent necessary for safe participation. Schema Therapy Systems will consider reasonable adjustments but does not provide emergency, medical or therapeutic care through Training.

16. Clinical safety during experiential Training

Trainers may modify, pause or stop an exercise; offer an alternative activity; decline a Participant's involvement in a particular exercise; or withdraw a Participant from part or all of Training where the trainer reasonably believes continuation could materially compromise wellbeing, safety, confidentiality or the learning environment.

Where practicable, the trainer will explain the concern sensitively and consider proportionate alternatives. Decisions will not be discriminatory and will take account of reasonable adjustment duties. Any refund question will be considered under consumer law and the circumstances rather than being automatically excluded.

17. Confidentiality and clinical material

Participants must maintain the confidentiality of personal information disclosed in experiential exercises, group discussion, supervision-style activities or case examples. This obligation continues after Training.

Clinical material must be anonymised or fictionalised so that clients, patients and third parties are not identifiable. Participants remain responsible for obtaining any consent or authority required by law, professional standards, employer policy or contract.

Schema Therapy Systems may intervene where confidential or identifiable information is disclosed and may remove material or restrict participation to protect affected persons.

18. Artificial intelligence, transcripts and digital note-taking

Participants must not enter identifiable or re-identifiable client, patient, Participant or third-party information into an AI, transcription, recording or note-taking system unless there is a documented lawful basis, any required consent, appropriate transparency, a suitable data-processing arrangement, adequate security and compliance with professional and organisational requirements.

Participants are responsible for checking the accuracy, completeness, bias and clinical appropriateness of AI-generated transcripts, summaries, notes or other output. AI output must not be treated as a substitute for professional judgement.

No Participant may use AI, transcription or other technology to reproduce, adapt, distribute, train a model on, publish or commercially exploit Schema Therapy Systems materials without prior written permission.

Where Schema Therapy Systems itself proposes to use recording, transcription or AI in connection with Training, Participants will receive appropriate information and, where required, a separate consent or lawful-basis process.

19. Photography, audio and video recording

Schema Therapy Systems may take photographs or short recordings only after giving appropriate notice and a genuine opportunity to decline appearance. Separate express consent will be sought where required, particularly for promotional use.

Participants must not photograph, record, livestream or capture screens during Training without prior written permission and the agreement of any person whose information or image would be captured.

20. Intellectual property

Copyright and other intellectual property rights in slides, handouts, manuals, recordings, exercises, branding and other materials belong to Schema Therapy Systems or the identified rights holder.

A limited, non-transferable licence is granted for the registered Participant's personal professional learning. Materials may not be copied, shared, uploaded, sold, adapted for commercial training or made publicly available without written permission, except as permitted by law.

21. Participant conduct

Participants must contribute to a respectful, inclusive and safe learning environment and follow reasonable trainer instructions, confidentiality requirements and professional boundaries.

Schema Therapy Systems may issue a warning, limit participation or remove a Participant for serious or repeated abusive, discriminatory, threatening, unsafe, dishonest or substantially disruptive conduct. Decisions will be proportionate and, where practicable, the Participant will be told the concern and allowed to respond. Refund entitlement will be determined fairly in the circumstances and under applicable law.

22. Equality, accessibility and reasonable adjustments

Schema Therapy Systems aims to make Training accessible and comply with applicable equality law. Participants should request reasonable adjustments as early as possible and provide enough information to allow options to be considered.

Not every requested adjustment may be reasonable or practicable, but Schema Therapy Systems will discuss alternatives and will not unlawfully discriminate.

23. Attendance, assessment and certificates

Certificates of attendance or completion are issued only where the stated attendance, participation, assessment and payment conditions are satisfied. A certificate confirms only what it expressly states and is not proof of ISST certification unless issued as such by the proper certifying authority.

Participants are responsible for retaining certificates and evidence required for any external certification application.

24. Complaints procedure

A concern should be raised promptly with the trainer or designated contact where appropriate. A formal complaint should be submitted in writing within 28 days of the event or issue, explaining the relevant facts and desired outcome.

Schema Therapy Systems aims to acknowledge a complaint within five working days and provide a substantive written response within twenty working days. If more time is reasonably required, the complainant will be told why and given an updated timeframe.

Complaints will be handled fairly, confidentially and without retaliation. Where appropriate, the response may include explanation, apology, corrective action, transfer, partial refund or other proportionate remedy. This procedure does not remove legal rights.

25. Data protection and privacy

Schema Therapy Systems processes personal data in accordance with UK GDPR, the Data Protection Act 2018 and its Privacy Notice. Processing may include booking administration, payment, communication, attendance records, certificates, complaints, safeguarding, legal compliance and, where applicable, information required for certification-related administration.

The Privacy Notice should identify the controller, contact details, categories of data, purposes, lawful bases, recipients, international transfers, retention periods, individual rights, complaint rights and any automated decision-making as applicable.

Participants must themselves comply with data protection law when sharing information during Training. Where special category data is involved, additional conditions and safeguards may be required.

26. Website disclaimer

Schema Therapy Systems takes reasonable care to keep website and course information accurate but may correct errors and update information. Availability, dates, trainers, venues, fees and content may change in accordance with these Terms.

Website and Training content is for education and general information. It is not a substitute for legal, medical, therapeutic or other professional advice tailored to an individual situation.

27. Liability

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of statutory rights, or any liability that cannot lawfully be excluded.

Subject to the preceding paragraph, Schema Therapy Systems is responsible for foreseeable loss caused by its breach of contract or failure to use reasonable care and skill. It is not responsible for loss that was not foreseeable, for business losses suffered by a Consumer, or for losses caused by the Participant's failure to follow reasonable instructions or comply with professional obligations.

Where the Customer is acting in the course of business, any additional limitation of liability should be set out transparently and may require separate legal review.

28. Third-party rights, severability and waiver

Unless expressly stated, no person other than the parties has a right to enforce the contract under the Contracts (Rights of Third Parties) Act 1999.

If a provision is found unlawful or unenforceable, it will be treated as modified or removed only to the extent necessary, and the remaining provisions will continue. A delay in enforcing a right is not a waiver of that right.

29. Governing law and disputes

These Terms are governed by the law of England and Wales. Consumers retain the benefit of mandatory protections and any right to bring proceedings in the courts available under applicable consumer law, including protections that may apply in their home jurisdiction.

The parties should first try to resolve disputes through the Complaints Procedure. Nothing prevents either party from seeking legal advice or using any court or alternative dispute process available by law.

30. Contact and document control

Schema Therapy Systems
Email: [INSERT EMAIL ADDRESS]
Postal address: [INSERT BUSINESS ADDRESS, IF APPLICABLE]
Website: [INSERT WEBSITE]
Privacy Notice: [INSERT LINK]
Complaints contact: [INSERT CONTACT]

Document version: 1.0
Effective date: 21 July 2026
Review date: 21 July 2027, or earlier following a material legal, regulatory or operational change.

Schedule 1: Model cancellation notice for Consumers

To: Schema Therapy Systems, [INSERT EMAIL OR POSTAL ADDRESS]

I/We give notice that I/We cancel the contract for the following Training: [COURSE TITLE AND DATE]

Booked on: [DATE]
Name of Consumer(s): [NAME]
Address of Consumer(s): [ADDRESS]
Signature (only if sent on paper): _____
Date: _____

Legal review note

This document is a carefully structured business draft, not a substitute for advice from a solicitor familiar with the precise business model, booking process, customer mix, tax status, insurance and international sales of Schema Therapy Systems.