

# Springreach Training & Coaching - Terms and Conditions

## 1. About our site

In these Terms and Conditions, references to:

- “**We**” or “**us**” are to Springreach Training & Coaching, a trading name of J M Blofield FMAAT, an [AAT licensed accountant](#) in the UK.
- “**You**” or “**your**” are references to you, whether as a Visitor, Subscriber or Online Account User.

[www.springreach.co.uk](http://www.springreach.co.uk) (“**our Site**”) is a website operated by Jill Blofield trading as Springreach Training & Coaching, whose trading address is 13 Wimborne Avenue, Ipswich, Suffolk, IP3 8QW and whose email address is: [training@springreach.co.uk](mailto:training@springreach.co.uk).

These terms and conditions (“**Terms**”) apply to all resources and materials accessible via our Site and to all other memberships, courses, resources, materials, webinars, workshops, masterclasses and coaching sessions provided by Jill Blofield trading as Springreach Training & Coaching.

The terms apply equally to free products and services provided by us, with the exception of terms about payment.

## 2. Terms of website use

This page (and the documents it refers to) tells you the terms of use on which you may use or browse our Site [www.springreach.co.uk](http://www.springreach.co.uk). Please read these terms carefully before you start to use the Site.

You agree that we may process information about you and your visits to our Site in accordance with our [Privacy Notice](#) and [Cookies Policy](#).

By using our Site, you accept these terms of use and agree to abide by them. If you do not agree to the terms of use, please do not use our Site.

You agree to the following terms of use:

- You must be 18 years or older, or between the ages of 16 and 17 and have authorisation from your parent or guardian, to use our Site.
- Use of the Site and access to the online content and courses by anyone under the age of 16 is strictly prohibited.
- You must provide your name, a valid email address, location and any other information needed to become a Subscriber or Online Account User.
- You are responsible for ensuring that your registration information is true, accurate and complete.
- You acknowledge that Springreach Training & Coaching will use the e-mail address you provide as the primary method for communication.

## Springreach Training & Coaching - Terms and Conditions

You agree to use this Site and participate in live events only for lawful purposes, and in a way that does not infringe the rights of, restrict or inhibit anyone else's use and enjoyment of this Site or live events. Prohibited behaviour includes harassing or causing distress or inconvenience to any person, transmitting obscene or offensive content or disrupting the normal flow of dialogue. You may not impersonate another person.

You understand that information transmitted via this Site may be unencrypted and involve:

- transmissions over various public telecommunications networks; and
- changes to conform and adapt to technical requirements of connecting networks or devices.

We allow access to our Site on a temporary basis and we reserve the right to withdraw, restrict or change our Site at any time and without notice. We will not be liable if for any reason our Site is unavailable at any time or if the content is changed or out of date.

We reserve the right to discontinue the Site with or without notice, though reasonable steps will be taken to notify Subscribers and Online Account Users in advance where possible.

You must treat as confidential any user identification code, password or other security feature in relation to our Site. If, in our opinion, you aren't complying with these terms of use, we have the right to disable any such code, password or feature at any time.

It is your responsibility that anyone who accesses our Site through your internet connection is aware of these terms and complies with them.

You understand that Springreach Training & Coaching primarily provides training and coaching products and services. We do not provide personalised accountancy or tax advice.

Technical support is only provided in respect of Springreach Training & Coaching's paid-for products and services. Support is only available via e-mail.

Technical questions about products and services should be sent to: [training@springreach.co.uk](mailto:training@springreach.co.uk).

General feedback about Springreach Training & Coaching's products and services, both free and paid-for, is always welcome. Feedback can be sent to: [training@springreach.co.uk](mailto:training@springreach.co.uk)

Questions about Springreach Training & Coaching's Terms and Conditions can be sent to: [training@springreach.co.uk](mailto:training@springreach.co.uk). For ease of reference, please quote the relevant section number.

### 3. Variations

We may revise these conditions of use at any time by amending this page or by provisions or notices published elsewhere on our Site.

If you do not agree to the changes, you should [unsubscribe](#) and cease using this Site.

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## 4. Your Springreach Training & Coaching Online User Account with TekMatix

Our online training courses and resources are held on secure servers hosted by TekMatix.

To access online course and membership content provided by Springreach Training & Coaching, you will need to register as a user of the TekMatix platform ("Online Account User"). TekMatix is owned and operated by MainTraining Pty Ltd, Australian Business Number (ABN): 74164108954.

By signing up for a TekMatix account, you are agreeing to be bound by their terms and conditions ("Terms of Service"). Please read these before registering: <https://tekmatix.com/terms>.

To become an Online Account User, you will need to provide TekMatix with some personal details about yourself. TekMatix processes your data on behalf of Springreach Training & Coaching. They will protect your personal data as set out in their Privacy Statement. Please read this before registering: <https://blog.tekmatix.com/blog/b/gdpr-compliance-and-data-privacy>.

TekMatix reserves the right to update and change their Terms of Service by posting updates and changes to the TekMatix website.

Questions about TekMatix's Privacy Statement or Terms of Service should be sent to: [support@tekmatix.com](mailto:support@tekmatix.com).

You agree that you will never divulge details of, share access to, or share your TekMatix Online User Account access information with any third party for any reason. You must notify us immediately if you become aware of any unauthorised use of your account and you shall indemnify us against all claims, damages, losses, costs or expenses (including professional fees) and any other liability which arises from any unauthorised use of your account.

You acknowledge and agree that, as part of us providing you with access to our online training and resources, we may process information about you and your usage of your Online User Account with TekMatix in accordance with our [Privacy Notice](#).

## 5. Springreach Training & Coaching's rights

In the event of Springreach Training & Coaching offering a service that is either covered by, or very close to a service that is covered by, the Anti-Money Laundering regulations, we will request documentation to determine or confirm you and/or your business' identity and address(es). Springreach Training & Coaching will be unable to proceed with your order until the requested documentation has been provided.

Documentation may include, but is not limited to:

- (for individuals) a certified copy of government-issued photo ID and a utility bill, bank or pension statement showing your home address that is less than 3 months old;
- (for companies) a certified copy of your business VAT registration certificate and a business bank statement.

## **Springreach Training & Coaching - Terms and Conditions**

Springreach Training & Coaching does not sell products or services outside the UK due to VAT and sales tax considerations. By purchasing any Springreach Training & Coaching product, you confirm that your place of supply is within the United Kingdom.

We reserve the right to refuse to provide our products and services to anyone for any reason at any time.

### **6. Intellectual Property**

We are the owner of all intellectual property rights in the content, resources and materials published on our Site and in the Springreach Training & Coaching area of the TekMatix platform, and in any webinars, workshops, masterclasses and coaching sessions provided by us. These works are protected by copyright laws and treaties around the world.

We grant to you a limited, non-exclusive, non-transferable, non-sub licensable, revocable licence to view, print, copy, store and use our resources for personal, non-commercial purposes in the UK only.

Other than the above, we do not grant you any other rights in relation to this Site or the Springreach Training & Coaching area of the TekMatix platform. All other rights are reserved.

You may not at any time copy, reproduce, publish in any form, share, sell, dispose of or otherwise make available to a third party in any way any of the content or materials contained on our Site or on the TekMatix platform or in any webinars, workshops or masterclasses provided by us.

If we determine that you have breached these provisions, your right to use our Site will be terminated immediately. You must return or destroy any copies of the materials you have made, as directed by us. We reserve the right to initiate legal proceedings against you, seeking monetary damages and/or an injunction to prevent further use of our materials. You may also be liable for our legal costs.

### **7. Reliance on information and links**

The membership content, courses, webinars, workshops, masterclasses and other resources and materials have been tailored for individuals and small businesses located in the UK – specifically England and Wales – and may not be relevant to other tax jurisdictions.

The contents of our Site, the TekMatix platform, and our webinars, workshops and masterclasses are for informational purposes only and may not reflect the latest accounting and tax developments. While we strive for accuracy at the time of publication, we do not guarantee that the content is complete or up-to-date. Users should seek professional advice before acting on any information on our Site and we disclaim liability for any reliance on this content. It is your responsibility to ensure that any products, services, information from Springreach Training & Coaching meet your needs and to seek professional advice where necessary.

Information contained in or accessible via this Site changes on a regular basis. We may make improvements or alterations to this Site and our resources and materials at any time and without notice.

## **Springreach Training & Coaching - Terms and Conditions**

Please note that our products and services may contain links to third party websites or resources. These links are provided for your convenience and informational purposes only. We do not endorse the content of these external sites and are not responsible for the accuracy, legality or content of any external site or resource. By accessing these links, you acknowledge and agree that we are not liable for any damages or losses resulting from your use of or reliance on any content, goods, or services available on or through any such third party websites or resources.

Should we link to other websites we will try to make it as clear as possible that you are leaving this Site. It is your responsibility to check the terms and conditions and privacy policy on any other website that you visit.

### **8. Linking to our site**

You may link to our home page only if you have first obtained our written consent and provided that you do so in a way that is respectful, fair and legal, and does not damage our reputation or take advantage of it. We reserve the right to withdraw linking permission without notice.

You must not link in such a way as to suggest any form of association, approval or endorsement on our part where none exists.

All quotes or references to our publicly available content must credit Springreach Training & Coaching and include a link to the original content on our Site. The content must remain unaltered when quoted or referenced. Usage must comply with the fair dealing exceptions under copyright law.

Our content cannot be used for commercial purposes without our explicit permission. This includes selling, redistributing, or incorporating our Site or content into other products or services.

If you wish to make any use of material on our Site other than that set out above, please address your request to [training@springreach.co.uk](mailto:training@springreach.co.uk).

### **9. Viruses, hacking and other offences**

You must not misuse our Site by knowingly introducing any material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to our Site, the server on which our Site is stored or any server, computer or database connected to our Site. You must not attack our Site via a denial-of-service attack or a distributed denial-of service attack.

In failing to comply with this provision, you will be committing a criminal offence. Your right to use our Site will be terminated immediately and we will report your actions to the relevant authorities.

You must take appropriate steps to ensure that you regularly check for viruses when using this Site on any device.

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## 10. Payment of Fees

A valid credit or debit card is required to be able to place orders. Where the payments are stated on the order form to be made in instalments or are recurring payments, you agree that we may take these payments automatically without any further consent or notice from you.

Card details will be processed securely using the Stripe payment platform. Stripe is operated independently of Springreach Training & Coaching and Springreach Training & Coaching will not have access to your card details.

Springreach Training & Coaching is not registered for VAT (Value Added Tax) therefore VAT is not included in the purchase price of any Springreach Training & Coaching products and services.

Should Springreach Training & Coaching become VAT-registered in the future, all prices stated will be exclusive of VAT, which shall be added to the purchase price at the applicable rate where necessary.

Springreach Training & Coaching content is specifically designed for individuals and businesses living and operating within the UK. To prevent accidental purchases, you will be unable to complete your order if any of your personal or payment information suggests that you live outside the UK.

The minimum age for attending Springreach Training & Coaching live events is 18 years. To ensure compliance, you will be required to confirm that you are over 18 before registering for a live event or subscribing to a membership. Attendance by individuals under the age of 18 is strictly prohibited.

## 11. Cancellation and refund policy

You have 14 days in which to cancel the purchase of a membership, course, online product, webinar, workshop, masterclass or coaching session. The right to a refund will be lost if access to the service has been provided in full before the 14 days elapses. If partial access to the service has been provided, you will have to pay for a proportionate value of the service that was provided to you up to the point you cancel. You may be charged an admin fee.

You do not have a right to cancel your purchase of a digital product once download has started.

You may cancel your membership subscription at any time by providing written notice to [training@springreach.co.uk](mailto:training@springreach.co.uk). If you cancel your subscription, you will continue to have access to the service through to the end of your current billing period. No refunds will be provided for partial billing periods. To avoid being charged for the next billing period, you must cancel your subscription before the renewal date. Springreach Training & Coaching reserves the right to terminate your subscription at any time for any reason, with or without notice.

You may cancel or reschedule a webinar, workshop, masterclass or coaching session up to 72 hours before the scheduled date and time. A full refund will be given for cancellations notified more than 72 hours in advance. A 50% refund will be given for cancellations giving less than 72 hours' notice. Refunds will be processed within 14 days. The right to a refund will be lost once you have accessed a pre-recorded webinar or masterclass; or once a live webinar, workshop, masterclass or coaching session has started.

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At our discretion, you may nominate a substitute to attend a webinar, workshop or masterclass on your behalf. Please note that an admin fee may be charged for processing this substitution.

If a live webinar, workshop, masterclass or coaching session is scheduled to occur within the 14-day cooling-off period allowed under consumer rights law, you must provide at least 72 hours' notice of cancellation to receive a full refund. Failure to provide such notice may result in a pro-rata refund or no refund, in accordance with the terms outlined in this agreement.

We reserve the right to cancel or postpone webinars, workshops, masterclasses and coaching sessions if necessary. In the event of cancellation, you will receive a full refund of the registration fee within 60 days. If the workshop is postponed, we will notify you as soon as possible. Should the new date be unsuitable, you may cancel your registration for a full refund. Please note that our liability is limited to the registration fee paid, and we are not responsible for any consequential losses, such as travel or accommodation expenses.

In certain circumstances, we may need to change the mode of delivery. This means that if an event has been advertised as being in person, it may be delivered online; and that if an event has been advertised as being delivered live, recordings may be used where considered necessary and no refunds shall be provided in relation to the same.

### **12. Limitation of liability**

We ensure that all courses and materials from our Site, and services provided by us, are of satisfactory quality and fit for purpose. However, we do not guarantee the accuracy or completeness of the information provided. Due to the complexity of UK tax law and accounting regulations, we cannot ensure that using our Site or training services will achieve any specific outcome or that the information provided will cover every possible scenario.

To the fullest extent permitted by law, we exclude all implied conditions, warranties, and terms. We shall not be liable for any indirect, special, or consequential loss or damage arising from the use or inability to use our site or the Tekmatix platform or any linked sites and materials. This includes, but is not limited to, loss of income, business, profits, contracts, anticipated savings, data, goodwill, or wasted management time, regardless of the cause, even if foreseeable. You agree to indemnify us against all claims, liabilities, damages, and expenses, including reasonable legal costs, arising from your breach of these terms or violation of any law or third-party rights.

Our memberships provide access to bookkeeping, accountancy, and tax training from Jill Blofield and other experts. Please note, this does not include any tax or financial advice under any circumstances.

While we strive to provide up-to-date information in our webinars, workshops, masterclasses, courses and resources, we do not guarantee that all content will be updated to reflect the latest tax rates, allowances, and rules. Users acknowledge that they are responsible for verifying the current applicability of the information provided.

Our liability for any inaccuracies, omissions or outdated information is limited to the total fees paid for the relevant course or resource.

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Our total liability for any claim arising out of or in connection with a membership shall not exceed the total fees paid by you for that membership during the three (3) months preceding the date on which the cause of action arose.

Nothing in this clause shall limit or exclude our liability for death or personal injury caused by our negligence, fraud, or any other liability that cannot be excluded or limited by law.

If we are prevented from or delayed in performing our obligations by your act or omission or by any circumstance outside of our control (including the ill health or incapacity of Jill Blofield), we shall not be liable to you for any costs, charges or losses sustained or incurred by you that arise directly or indirectly from such prevention or delay.

Neither party shall be liable for any failure or delay in performing their obligations under this agreement if such failure or delay is due to a force majeure event. A force majeure event includes, but is not limited to, acts of God, war, terrorism, civil commotion, strikes, lockouts, industrial disputes, natural disasters, or any other event beyond the reasonable control of the affected party. The affected party must notify the other party as soon as reasonably practicable of the force majeure event and its expected duration. The obligations of the affected party shall be suspended for the duration of the force majeure event.

### **13. Complete agreement**

These terms and conditions, along with any documents expressly referred to within them, constitute the entire agreement between us concerning your use of this Site and our services. They supersede any prior agreements, understandings or arrangements between you and Springreach Training & Coaching, whether oral or written.

We each acknowledge that, in entering into a contract, neither of us relies on any representation, undertaking, or promise given by the other or implied from anything said or written in negotiations between us prior to such contract, except as expressly stated in these terms and conditions.

Neither of us shall have any remedy in respect of any untrue statement made by the other, whether orally or in writing, prior to the date of any contract (unless such untrue statement was made fraudulently), and the other party's only remedy shall be for breach of contract as provided in these terms and conditions.

The failure or delay of Springreach Training & Coaching to exercise or enforce any right or provision of these Terms and Conditions shall not constitute a waiver of such right or provision.

### **14. Jurisdiction and applicable law**

The English courts have exclusive jurisdiction over any claims related to our Site or services. These terms and any related disputes are governed by the law of England and Wales.