

Terms and Conditions

Last updated: 25/04/2026

These Terms and Conditions govern the provision of consultancy, training, facilitation, and related services by Levira Training & Development Ltd, trading as Levira Training & Consulting (“Levira”).

1. Services

Levira provides consultancy, training, facilitation, and organisational development services. All services are bespoke and agreed in advance with the client, including scope, format, and delivery method.

Levira reserves the right to make reasonable adjustments to delivery where necessary.

2. Consultancy and Delivery

- All consultancy and training services will be delivered as outlined in agreed proposals or written correspondence
- Clients are responsible for ensuring appropriate attendance, engagement, and implementation within their organisation
- Levira does not guarantee specific outcomes, as these depend on organisational context and application

Levira’s training and consultancy services are provided for informational and educational purposes only and do not constitute legal advice. Levira is not a legal practice, and clients should seek independent legal advice where required.

3. Client Responsibilities

The client organisation is responsible for:

- Ensuring appropriate attendance and participation
 - Providing accurate and relevant information to support delivery
 - Ensuring a suitable environment for delivery, including appropriate facilities or technology for virtual sessions
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4. Intellectual Property

All materials, content, and resources created and delivered by Levira remain the sole intellectual property of Levira.

- Materials must not be copied, reproduced, shared, recorded, or distributed without prior written consent from Levira

- This includes training content, resources, frameworks, and any adapted or co-developed materials
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5. Bookings and Payments

- Fees and payment terms will be agreed in advance
 - Payment must be made in accordance with agreed terms
 - Levira reserves the right to suspend services in cases of non-payment
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6. Cancellations and Changes

- Cancellations or requests to reschedule must be made in writing at least 24 hours prior to the scheduled session
 - Where a session is cancelled with less than 24 hours' notice, the client organisation will incur a 50% cancellation fee
 - Cancellation fees may be waived at Levira's discretion where this has been agreed in advance
 - Where possible, alternative dates will be offered
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7. Withdrawal of Services

Levira reserves the right to withdraw or terminate services at any point where:

- The client breaches these Terms and Conditions
- There is inappropriate, unsafe, or unethical conduct
- Continued delivery is not reasonably practicable

In such cases, any outstanding fees may still be payable.

8. Confidentiality

Levira is committed to maintaining confidentiality in all consultancy and training work.

However, confidentiality may be breached where necessary:

- If there is a risk of harm to an individual or others
- Where there are safeguarding concerns
- Where disclosure is required by law or professional obligation

Clients are also expected to maintain appropriate confidentiality within sessions.

9. Recording of Sessions

Sessions must not be recorded, reproduced, or redistributed without prior written consent from Levira.

10. Liability

- Levira is not liable for any indirect, incidental, or consequential loss arising from the use of its services
 - Responsibility for the application of learning and implementation remains with the client organisation
 - Nothing in these terms excludes liability where it would be unlawful to do so
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11. Force Majeure

Levira will not be liable for any failure or delay in delivering services due to circumstances beyond its reasonable control, including but not limited to illness, technical failure, severe weather, or other unforeseen events. In such cases, sessions will be rescheduled where possible.

12. Complaints

Any complaints must be made in writing. Complaints will be reviewed and escalated to Levira leadership, and reasonable efforts will be made to resolve concerns promptly and professionally.

13. Entire Agreement

These Terms and Conditions, together with any agreed proposal or written agreement, constitute the entire agreement between Levira and the client.

14. Data Protection

Levira processes personal data in accordance with applicable data protection legislation, including UK GDPR. Please refer to our Privacy Policy for further information.

15. Governing Law

These Terms and Conditions are governed by the laws of England and Wales.

16. Contact

For any queries relating to these Terms and Conditions, please contact:

sophie@leviraconsulting.co.uk

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