

G-Cloud 15 Service Terms and Conditions

Supplier: Experienced Training Ltd (trading as PivotingToAI)

Service: Microsoft Copilot Training & Adoption (Lot 3: Cloud Support)

Date: 13 January 2026

1. Application

- These Service Terms set out the Supplier's operational policies for the provision of training and adoption support services ("the Services") listed on the Digital Marketplace.
 - These terms apply to all Call-Off Contracts formed under the G-Cloud 15 Framework Agreement.
 - In the event of a conflict, the Order of Precedence defined in the G-Cloud 15 Framework Agreement applies.
 - These terms specifically cover the Supplier's delivery constraints and cancellation policies.
-

2. Scope of Services

- Services include instructor-led training, workshops, and consultancy sessions as defined in the Service Definition and the specific Call-Off Contract (Statement of Work).
 - The Supplier acts as a facilitator and trainer only. Configuration, licensing, or technical administration of the Buyer's Microsoft 365 tenant is not included unless explicitly agreed in writing as a separate deliverable.
-

3. Delivery Constraints and Class Sizes

- Standard training cohort sizes are limited to a maximum of 15 delegates per session unless otherwise agreed in the Call-Off Contract.
- The Supplier reserves the right to decline access to additional delegates exceeding this limit or to charge a supplemental fee for larger groups to cover additional moderation requirements.

4. Buyer Obligations (Prerequisites)

- **Licensing:** Buyer is responsible for procuring and assigning active Microsoft 365 Copilot licences to all delegates prior to training.
- **Access:** Buyer must ensure delegates have necessary hardware, internet connection, and software permissions.
- **Delays:** If prerequisites are not met (e.g., inactive licences or denied permissions), the session will be deemed delivered and the full fee remains payable.

5. Cancellation and Rescheduling

- **Training dates** are reserved exclusively for the Buyer; late cancellations prevent reselling of time.
- **Cancellation Fees:**
 - 11 or more Working Days' notice: No charge; rescheduling permitted at no cost.
 - 10 or fewer Working Days' notice: 100% of the scheduled fee is payable.
- **Rescheduling:** Requests within 10 Working Days of delivery are treated as cancellations (100% fee applies) unless the Supplier waives this at its sole discretion.
- **Non-Attendance:** Fees are not refundable for individual delegates who fail to attend a cohort session.

6. Fees and Payment

- All fees are exclusive of VAT.
 - Invoices are issued upon completion of training delivery or in accordance with milestones agreed in the Call-Off Contract.
 - Payment terms: 30 days from the date of a valid invoice, per the Framework Agreement.
 - **Expenses:** Travel and subsistence for onsite delivery outside the Supplier's base (Barnsley/South Yorkshire) are charged at cost (no markup) unless otherwise stated in the Call-Off Contract.
-

7. Intellectual Property (IP)

- **Background IP:** All training materials, slide decks, prompt libraries, templates, and guides remain the Intellectual Property of the Supplier.
 - **Licence to Use:** Upon payment, the Buyer receives a perpetual, non-exclusive, royalty-free licence to use these materials internally for staff adoption and reference.
 - **Restrictions:** The Buyer must not resell, sub-license, or commercially distribute the Supplier's training materials to third parties without prior written consent.
-

8. Liability

- Training is provided based on the current capabilities of Microsoft 365 Copilot at the time of delivery.
 - The Supplier is not liable for changes to the software made by Microsoft after the training date.
 - The Supplier's total liability is limited in accordance with the G-Cloud 15 Framework Agreement.
-

9. Data Protection

- The Supplier does not process personal data for the Buyer beyond incidental contact details of delegates required to organise the session (names/emails).
- No live sensitive data or personal data (as defined by UK GDPR) should be used during training exercises; sanitised or dummy data is used for demonstrations.
- Both parties agree to comply with their respective obligations under the Data Protection Act 2018 and UK GDPR.

tion support services ("the Services") listed on the Digital Marketplace. 1.2. These terms apply to all Call-Off Contracts deemed to be formed under the G-Cloud 15 Framework Agreement.

1.3. In the event of a conflict, the Order of Precedence defined in the G-Cloud 15 Framework Agreement applies. These terms specifically cover the Supplier's delivery constraints and cancellation policies.

2. Scope of Services

2.1. The Services are instructor-led training, workshops, and consultancy sessions as defined in the Service Definition and the specific Call-Off Contract (Statement of Work). 2.2. The Supplier acts as a facilitator and trainer. The Supplier is not responsible for the configuration, licensing, or technical administration of the Buyer's Microsoft 365 tenant unless explicitly agreed in writing as a separate deliverable.

3. Delivery Constraints and Class Sizes

3.1. To ensure training quality and effectiveness, standard training cohort sizes are limited to a maximum of 15 delegates per session unless otherwise explicitly agreed in the Call-Off Contract. 3.2. The Supplier reserves the right to decline access to additional delegates exceeding this limit or to charge a supplemental fee for larger groups to cover additional moderation requirements.

4. Buyer Obligations (Prerequisites)

4.1. Licensing: The Buyer is solely responsible for procuring and assigning active Microsoft 365 Copilot licences to all delegates prior to the start of training. 4.2. Access: The Buyer must ensure delegates have access to the necessary hardware, internet connection, and software permissions to participate in the training exercises. 4.3. Delays: If training cannot proceed primarily because the Buyer has not met these prerequisites (e.g., licences are inactive or permissions deny access), the session will be deemed delivered, and the full fee remains payable.

5. Cancellation and Rescheduling

5.1. Training dates are reserved exclusively for the Buyer. Late cancellations prevent the Supplier from reselling time. 5.2. Cancellation Fees:

- 11 or more Working Days' notice: No charge. Rescheduling is permitted at no cost.
- 10 or fewer Working Days' notice: 100% of the scheduled fee is payable. 5.3. Rescheduling: A request to reschedule a confirmed session within 10 Working Days of the delivery date is treated as a cancellation (100% fee applies) unless the Supplier, at its sole discretion, agrees to waive this. 5.4. Non-Attendance: Fees are not refundable for individual delegates who fail to attend a cohort session.

6. Fees and Payment

6.1. All fees are exclusive of VAT. 6.2. Invoices are issued upon completion of the training delivery or in accordance with the Milestones agreed in the Call-Off Contract. 6.3. Payment terms are 30 days from the date of a valid invoice, in accordance with the Framework Agreement. 6.4. Expenses: Travel and subsistence for onsite delivery outside the Supplier's base (Barnsley/South Yorkshire) are charged at cost (no markup) unless otherwise stated in the Call-Off Contract.

7. Intellectual Property (IP)

7.1. Background IP: All training materials, slide decks, prompt libraries, templates, and guides provided by the Supplier remain the Intellectual Property of the Supplier. 7.2. Licence to Use: Upon payment of fees, the Supplier grants the Buyer a perpetual, non-exclusive, royalty-free licence to use these materials internally for the purpose of staff adoption and reference. 7.3. Restrictions: The Buyer must not resell, sub-license, or commercially distribute the Supplier's training materials to third parties without prior written consent.

8. Liability

8.1. The Supplier provides training based on the current capabilities of Microsoft 365 Copilot at the time of delivery. The Supplier is not liable for changes to the software made by Microsoft

that alter functionality after the training date. 8.2. The Supplier's total liability is limited in accordance with the G-Cloud 15 Framework Agreement.

9. Data Protection

9.1. The Supplier does not process personal data for the Buyer beyond the incidental contact details of delegates required to organise the session (names/emails). 9.2. No live sensitive data or personal data (as defined by UK GDPR) should be used during training exercises. The Supplier relies on sanitised or dummy data for all demonstrations. 9.3. Both parties agree to comply with their respective obligations under the Data Protection Act 2018 and UK GDPR.