

CertSlate Subscription Terms and Conditions

Effective from: 1st of June 2026

These Terms and Conditions govern your use of the CertSlate subscription service ("Service") provided by CertSlate ("we", "our", "us"). By signing up for a CertSlate subscription, you ("your") agree to these Terms and Conditions. CertSlate is a trading name of DJRS Care Services Ltd. (company number: 17074229)

1. Subscription Service

1.1 CertSlate provides access to its services and features through a recurring monthly subscription.

1.2 Your subscription grants access to the features and services included within your chosen subscription plan.

1.3 We reserve the right to modify, update, or improve the Service from time to time.

2. Free Trial

2.1 New subscribers are entitled to a fourteen (14) day free trial period.

2.2 No subscription fees will be charged during the free trial period.

2.3 At the end of the 14-day free trial, your subscription will automatically convert into a paid monthly subscription unless cancelled before the trial period expires.

2.4 By starting a free trial, you authorise CertSlate to charge the payment method provided for the applicable subscription fee once the trial period ends.

2.5 During registration, CertSlate will clearly disclose:

- The duration of the free trial;
- The monthly subscription fee that will apply after the trial;
- That the subscription will automatically renew unless cancelled; and
- How to cancel before charges are incurred.

3. Subscription Fees, Other Fees and Billing

3.1 Subscription fees are charged monthly in advance.

3.2 The applicable subscription fee will be displayed at the time of sign-up and before any payment is taken.

3.3 Payments will be collected using the payment method supplied during registration.

3.4 If payment cannot be successfully processed, CertSlate may suspend or restrict access to the Service until payment has been received.

3.5 All prices are inclusive of applicable taxes unless otherwise stated.

3.6 Where customers use Stripe Connect (or other online payment platforms) Payments to book and pay for a "Session" course through CertSlate, CertSlate will charge a handling and administration fee of £1.00 per transaction. This fee will not apply to any sales processed as free and/or with no charge (£00.00)

3.7 The £1.00 handling and administration fee may, at your discretion, be allocated to either you or the prospective customer. This option can be selected and amended within the "Company Settings" section of the CertSlate interface.

3.8 Where the handling and administration fee is allocated to the prospective customer, the £1.00 fee will be added to the purchase price and collected from the customer at the point of purchase. Where the handling and administration fee is allocated to you, the £1.00 fee will be deducted from the transaction proceeds payable to you.

For example, where the advertised price of a Session course is £100.00:

- if the handling and administration fee is allocated to the customer, the total amount payable by the customer at the point of purchase will be £101.00; or
- if the handling and administration fee is allocated to you, the customer will pay £100.00, from which £1.00 will be deducted from the transaction proceeds, resulting in £99.00 being payable to you

4. Automatic Renewal

4.1 Your subscription will automatically renew at the end of each monthly billing period unless cancelled.

4.2 By subscribing, you authorise CertSlate to automatically charge your chosen payment method for each renewal period.

4.3 Renewal charges will continue until you cancel your subscription.

5. Cancellation

5.1 You may cancel your subscription at any time without cancellation fees or penalties.

5.2 Cancellation will stop future subscription renewals.

5.3 Following cancellation, you will continue to have access to the Service until the end of any subscription period that has already been paid for.

5.4 No refunds will be issued for unused portions of a billing period unless required by applicable law.

5.5 Cancelling your subscription does not affect your right to continue using any prepaid subscription period.

6. Discount Codes and Promotions

6.1 CertSlate may offer promotional discounts, introductory offers, discount codes, referral incentives, or other promotions from time to time.

6.2 Unless expressly stated otherwise, promotional offers and discount codes are available to new customers only and may not be redeemed by existing or previous subscribers.

6.3 A "new customer" means an individual or business that has not previously held a paid CertSlate subscription.

6.4 Discount codes:

- Cannot be exchanged for cash;

- Cannot be transferred or resold;
- Cannot be applied retrospectively to previous purchases or subscriptions;
- Cannot be combined with other promotions unless expressly stated; and
- May be subject to additional promotional terms communicated at the time of the offer.

6.5 CertSlate reserves the right to withdraw, amend, suspend, or refuse any promotional offer where misuse, fraud, technical error, or breach of these Terms and Conditions is suspected.

7. Changes to Subscription Fees

7.1 CertSlate may change subscription fees from time to time.

7.2 Where subscription fees change, we will provide reasonable notice before the new fee takes effect.

7.3 Notification of changes to subscription fees will be emailed to the email address provided at registration.

7.4 Fee changes will normally take effect from the start of the next billing cycle following notice.

8. Suspension and Termination

8.1 CertSlate reserves the right to suspend or terminate access to the Service where:

- These Terms and Conditions are breached;
- Fraudulent, unlawful, or abusive activity is suspected;
- Payment obligations are not met; or
- Continued provision of the Service is no longer reasonably practicable.

8.2 Where reasonably possible, notice will be provided before termination.

8.3 Termination of access to the Service shall not affect any accrued rights or obligations existing prior to termination.

9. Limitation of Liability

9.1 Nothing in these Terms excludes or limits liability that cannot legally be excluded or limited under applicable law.

9.2 To the fullest extent permitted by law, CertSlate shall not be liable for any indirect, incidental, special, consequential, or punitive loss or damage arising from or connected with the use of the Service.

9.3 CertSlate's total liability in connection with the Service shall not exceed the total subscription fees paid by the customer during the twelve (12) months preceding the event giving rise to the claim.

10. Intellectual Property

10.1 All intellectual property rights in the Service, including software, content, branding, trademarks, logos, and documentation, remain the property of CertSlate or its licensors.

10.2 Subscribers may not copy, distribute, modify, reverse engineer, or otherwise exploit any part of the Service except as permitted by law or with prior written consent.

11. Consumer Rights

11.1 Nothing in these Terms and Conditions affects any statutory rights available to consumers under applicable law.

11.2 If you are a consumer in the United Kingdom, you may have rights under:

- The Consumer Rights Act 2015;
- The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013; and
- Other applicable consumer protection legislation.

11.3 CertSlate will provide the Service with reasonable care and skill and in accordance with applicable legal requirements.

11.4 If the Service is not provided as described or does not meet legal standards, you may be entitled to remedies available under applicable law.

11.5 You may cancel your subscription at any time in accordance with Section 5, and you will continue to receive the benefit of any prepaid subscription period.

11.6 Nothing in these Terms excludes, restricts, or limits any consumer rights that cannot lawfully be excluded.

12. Changes to These Terms

12.1 CertSlate may update these Terms and Conditions from time to time.

12.2 Updated Terms will be published on our website and will become effective from the stated effective date.

12.3 Continued use of the Service after updated Terms take effect constitutes acceptance of those updated Terms.

13. Governing Law

13.1 These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales.

13.2 Any dispute arising in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales, except where consumer protection laws provide otherwise.

14. Contact Information

If you have any questions regarding these Terms and Conditions, please contact CertSlate using the “contact us” feature on website

By subscribing to CertSlate, you confirm that you have read, understood, and agree to these Terms and Conditions.