

Holiday Let Support Business Start-Up Course

Terms & Conditions

Last updated: September 2026

Provider: Adapts Business Group Ltd, trading as Help for Hosts

Company number: 6581501

Registered office: Grosvenor House Business Centre, Chapel Street, Congleton, CW12 4AB

Website: www.helpforhosts.co.uk

Email: hello@helpforhosts.co.uk

1. ABOUT THE COURSE

The Holiday Let Support Business Start-Up Course (“the Course”) is an educational and training course designed to provide practical information, guidance and resources for individuals interested in setting up and developing an independent business providing support and management services to holiday-let owners.

The Course is intended to provide practical education and guidance. It is not a regulated qualification, accredited qualification or professional certification.

2. WHO THE COURSE IS FOR

The Course is intended for individuals who are considering starting, developing or expanding a business providing services to holiday-let owners.

No previous experience, qualification or specific business background is required unless otherwise stated in the Course information.

3. WHAT THE COURSE PROVIDES

The Course provides educational content covering areas including:

- Developing a holiday-let support business idea
- Defining services and creating service packages
- Pricing and understanding profitability
- Identifying and attracting potential clients
- Marketing and promoting a new business
- Managing client enquiries and sales
- Building professional client relationships
- Establishing processes, standards and boundaries
- Managing time, travel and workload
- Reviewing business performance
- Developing additional services and revenue opportunities
- Marketing and business growth
- Using technology and AI as business tools
- Planning for future growth

The Course also includes downloadable Interactive Business Builders, worksheets, templates and practical exercises designed to help you apply the information to your own business.

4. EDUCATIONAL INFORMATION AND PROFESSIONAL ADVICE

The Course provides general educational and business information only.

Nothing within the Course constitutes legal, tax, accounting, financial, insurance, employment, health and safety or other professional advice.

You are responsible for obtaining appropriate professional advice where required and for ensuring that your business complies with all laws, regulations, licensing requirements, insurance requirements and other obligations applicable to your circumstances.

Information relating to legislation, regulations, platforms, technology or industry practices may change over time. You should check current requirements and obtain professional advice where appropriate before making business decisions.

5. NO GUARANTEE OF RESULTS

The Course provides information, guidance and practical resources but does not guarantee that you will:

- Start a successful business;
- Obtain clients;
- Generate a particular level of income or profit;
- Achieve a particular level of business growth; or
- Achieve any particular business outcome.

Business results depend on many factors, including individual circumstances, location, demand, pricing, competition, experience, marketing, financial resources, effort and external market conditions.

6. INDEPENDENT BUSINESS

The Course does not create an employment, agency, partnership, franchise, licensing or representative relationship between you and Adapts Business Group Ltd or Help for Hosts.

Purchasing or completing the Course does not provide you with:

- The right to use the Help for Hosts brand;
- A Help for Hosts territory;
- A Help for Hosts licence;
- Franchise rights;
- Partnership rights;
- Authority to represent Help for Hosts; or
- Any other commercial rights in relation to Help for Hosts.

Any future opportunity to work with, partner with, licence or otherwise use the Help for Hosts brand would be subject to separate terms and a separate agreement.

7. COURSE PURCHASE AND ACCESS

The Course is digital content and may be purchased:

- Directly through the Help for Hosts website; or
- Through an authorised third-party course platform.

Where the Course is purchased directly through our website, access to the Course materials will be provided following successful payment and completion of any required checkout acknowledgements.

Where the Course is purchased through a third-party platform, access and delivery will be provided in accordance with that platform's purchasing and delivery process.

You are responsible for having suitable internet access and a compatible device and software capable of accessing, downloading and viewing the Course materials.

8. IMMEDIATE SUPPLY OF DIGITAL CONTENT AND CANCELLATION RIGHTS

Where the Course is purchased directly through our website, the Course may be made available immediately following payment.

If you are a consumer, you normally have a statutory 14-day cancellation period for certain distance contracts.

However, for digital content that is not supplied on a tangible medium, your statutory right to cancel may end once supply of the digital content begins where:

- You have expressly requested or consented to the supply of the digital content beginning before the end of the 14-day cancellation period; and
- You have acknowledged that your right to cancel will be lost once supply begins.

Our website checkout will therefore ask you to provide the required consent and acknowledgement before immediate access is provided.

Where the Course is purchased through a third-party platform, the platform's purchasing process and applicable terms may also apply.

Nothing in these Terms removes or restricts any statutory consumer rights that cannot legally be excluded or restricted.

9. INTELLECTUAL PROPERTY

All Course materials, including but not limited to:

- Training manuals;
- Written content;
- Worksheets;
- Templates;
- Interactive Business Builders;
- Exercises;
- Graphics;
- Layouts;
- Branding; and
- Other Course resources

are owned by or licensed to Adapts Business Group Ltd unless otherwise stated.

Your purchase gives you a personal, non-exclusive, non-transferable right to access and use the Course materials for your own personal learning and business development.

You must not:

- Copy or reproduce the Course for resale or commercial distribution;
- Sell, licence, distribute or commercially exploit the Course materials;
- Share your Course access with another person;
- Upload the Course materials to a public website or file-sharing service;
- Present the Course materials as your own;
- Remove copyright or ownership notices; or
- Create a competing course or training product substantially based on the Course materials.

You may download and retain copies of materials where the Course permits downloading, for your own personal use.

10. INTERACTIVE BUSINESS BUILDERS, WORKSHEETS AND TEMPLATES

The Interactive Business Builders, worksheets and templates are provided to help you work through the Course and develop your own business ideas, plans and processes.

You may adapt these resources for your own business use.

You must not resell, redistribute, publish or commercially licence the original templates or resources themselves.

Where you create your own completed work using the resources, you retain ownership of your own business information and content, subject to any underlying intellectual property rights belonging to the Course provider.

11. COURSE CONTENT AND UPDATES

We aim to ensure that Course information is practical, relevant and accurate at the time it is produced.

However, business practices, legislation, regulations, technology, online platforms, pricing and market conditions can change.

We may update Course materials from time to time where we consider this appropriate.

Any updates are provided at our discretion and do not create an obligation to provide ongoing updates or lifetime support unless expressly stated as part of the Course offering.

12. AI AND TECHNOLOGY INFORMATION

The Course may include information and suggestions relating to artificial intelligence, software, online platforms and other technology.

Technology and third-party platforms can change frequently.

Any examples or recommendations are provided for educational purposes only and should be independently checked before being relied upon.

We do not guarantee the continued availability, functionality, pricing or suitability of any third-party technology or platform referred to within the Course.

13. PRICING AND PAYMENT

The Course price will be clearly displayed at the time of purchase.

Unless otherwise stated, the Course is offered as a one-off purchase and does not create an ongoing monthly subscription.

Where purchased directly from our website, payment will be processed through the payment method made available at checkout.

Where purchased through an authorised third-party platform, payment will be processed in accordance with that platform's payment arrangements.

Any applicable taxes, including VAT where applicable, will be dealt with in accordance with the pricing information displayed at the time of purchase.

14. CANCELLATION AND REFUNDS

Our cancellation and refund policy will comply with applicable consumer protection legislation.

Where a consumer has validly exercised a statutory cancellation right, any refund due will be provided in accordance with applicable law.

Where digital content has been supplied immediately following the customer's express consent and acknowledgement as described in Section 8, the customer's statutory cancellation right may have ended.

Nothing in these Terms affects any statutory rights which cannot legally be excluded.

If you believe you are entitled to a refund or have a problem with your purchase, please contact us using the contact details provided in these Terms.

Where the Course was purchased through a third-party platform, that platform may also have procedures relating to refunds, payments or disputes.

15. COURSE AVAILABILITY AND DOWNLOADS

We will take reasonable steps to ensure that the Course materials are available to customers who have purchased the Course.

However, we cannot guarantee uninterrupted or permanent availability of digital content in every circumstance.

You are responsible for downloading and retaining any downloadable Course materials you wish to keep for future personal use.

We are not responsible for loss of access resulting from:

- Your device;
- Your internet connection;
- Software or operating system changes;
- Loss of downloaded files;
- Third-party platform changes; or
- Other circumstances outside our reasonable control.

Where appropriate, we may provide reasonable assistance in resolving access issues.

16. CHANGES TO THE COURSE

We reserve the right to amend, update or improve the Course from time to time.

Changes may include updates to content, examples, templates, exercises, formatting or delivery methods.

We will not make changes that materially reduce the core nature of the Course without appropriate consideration of affected customers' rights.

17. YOUR RESPONSIBILITIES

You are responsible for:

- Providing accurate information when purchasing the Course;
- Keeping your account and access details secure;
- Using the Course materials lawfully;
- Applying information appropriately to your own circumstances;
- Obtaining professional advice where required;
- Checking current legal and regulatory requirements; and
- Making your own business and financial decisions.

You should not rely on the Course as a substitute for professional advice where professional advice is required.

18. LIABILITY

Nothing in these Terms excludes or limits liability where it would be unlawful to do so.

Subject to the above, we will not be responsible for losses arising from your business decisions, actions or omissions based on information contained within the Course.

We are not responsible for indirect or consequential losses, loss of profits, loss of business or loss of anticipated income arising from your use of the Course, except where such liability cannot lawfully be excluded.

Nothing in these Terms affects your statutory consumer rights.

19. THIRD-PARTY SERVICES AND PLATFORMS

The Course may refer to third-party websites, software, platforms, suppliers or services.

These third parties operate independently and may have their own terms, pricing, privacy policies and requirements.

We do not control third-party services and cannot guarantee their availability, accuracy, security or suitability.

You are responsible for reviewing the relevant third-party terms before using any third-party service.

20. PRIVACY AND PERSONAL INFORMATION

We will process personal information in accordance with our Privacy Policy.

Our Privacy Policy explains how we collect, use, store and protect personal information.

Where the Course is purchased through a third-party platform, that platform may also process your personal information in accordance with its own privacy policy and terms.

21. COMPLAINTS AND CONTACT

If you have a question, complaint or issue relating to the Course, please contact us in the first instance using:

Email: hello@helpforhosts.co.uk

Website: www.helpforhosts.co.uk

We will aim to respond to complaints and reasonable support requests within a reasonable period.

22. EVENTS OUTSIDE OUR REASONABLE CONTROL

We will not be responsible for failure or delay in providing access to the Course where this results from circumstances outside our reasonable control. This may include, for example:

- Internet or telecommunications failures;
- Hosting or platform failures;
- Cyber incidents;
- Power failures;
- Third-party service outages;
- Government action;
- Natural disasters; or
- Other circumstances beyond our reasonable control.

Where reasonably possible, we will take appropriate steps to restore access or provide an alternative solution.

23. GENERAL

If any provision of these Terms is found to be unlawful, invalid or unenforceable, the remaining provisions will continue to apply.

A failure or delay by us in enforcing any provision of these Terms will not constitute a waiver of our right to enforce that provision later.

These Terms, together with the information provided at the time of purchase, form the agreement between you and Adapts Business Group Ltd relating to the Course.

Where the Course is purchased through a third-party platform, the third-party platform's own terms may also apply to the use of that platform and its services.

24. GOVERNING LAW

These Terms and any dispute or claim arising from them will be governed by the laws of England and Wales.

If you are a consumer, you will also benefit from any mandatory consumer protection rights applicable in the country in which you live.

25. CONTACT DETAILS

Adapts Business Group Ltd

Trading as Help for Hosts

Company number: 6581501

Registered office:

Grosvenor House Business Centre
Chapel Street
Congleton
CW12 4AB

MODEL CANCELLATION FORM

If you have a statutory right to cancel and wish to exercise that right, you may use the following wording and send it to us using the contact details above.

To: Adapts Business Group Ltd, trading as Help for Hosts

I hereby give notice that I cancel my contract for the purchase of the following digital course:

Course: Holiday Let Support Business Start-Up Course

Purchased on: _____

Name: _____

Address: _____

Email: _____

Date: _____

Signature (if this form is sent on paper): _____