

TERMS & CONDITIONS

LaunchpadD365 - Microsoft D365 Training

Last updated: June 2026

These Terms and Conditions ("Terms") govern your use of the LaunchpadD365 website at www.launchpadd365.com and all training services offered by us. By accessing our website or purchasing any of our products or services, you confirm that you have read, understood and agree to be bound by these Terms.

These Terms are governed by the laws of England and Wales and comply with UK consumer protection legislation, including the Consumer Rights Act 2015, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, and the UK General Data Protection Regulation (UK GDPR).

If you do not agree with any part of these Terms, you should not access our website or purchase our services.

DEFINITIONS

"You" or "the Customer" refers to the individual who purchases or accesses our services, and where applicable, any authorised users within your subscription.

"We", "Us" or "Our" means LaunchpadD365 Coaching & Training Services, registered in England and Wales. You can contact us at:

- Email: contact@launchpadd365.com
- Website: www.launchpadd365.com

"Activation" means the time at which you activate your access to the Sandbox, this will be for 3, 6 or 12 months depending on your Course Tier.

"Agreement" means these Terms together with any order confirmation we send you and any additional terms notified to you prior to purchase.

"Authorised Users" means you and any additional users we agree with you in writing may benefit from your subscription.

"Course" or "Services" means the Microsoft D365 training course, including all online content, modules, sandbox access, support, coaching, and any additional services we provide.

"Course Tier" means the subscription package you purchase (1-Year, 2-Year, or Lifetime).

"D365 Sandbox" means the live, Microsoft-hosted Microsoft Dynamics 365 Finance and Operations environment provisioned to you as part of your course package.

"Extension Pack" means additional time added to a fixed-term Course Tier, available for purchase for 6 months at a time

"Intellectual Property Rights" means all patents, trademarks, trade names, design rights, copyright, database rights, rights in know-how, and all other intellectual property rights, whether registered or unregistered, subsisting anywhere in the world.

"Start Date" means the date your subscription begins following successful payment.

"Subscription Fee" means the one-off fee payable for your chosen Course Tier.

"Subscription Period" means the duration of access granted under your Course Tier.

ELIGIBILITY

This course is designed for learners aged 16 and above. Learners aged 16 or 17 must have a parent or guardian involved in the sign-up process and that parent or guardian must agree to these Terms on the learner's behalf.

For learners under 16, we recommend starting with Microsoft Learn, Microsoft's free official D365 training platform, and returning to LaunchpadD365 when ready.

By purchasing our services, you confirm that you are legally able to enter into a binding agreement or that a parent or guardian has done so on your behalf.

COURSE PACKAGES AND PRICING

We offer three one-off payment Course Tiers, each providing full access to our course content and a live D365 F&O sandbox:

- D365 Training (1 Year) - £695: 12 months full course access and 3 months D365 sandbox access.
- D365 Training (2 Years) - £975: 24 months full course access and 6 months D365 sandbox access.
- D365 Training (Lifetime) - £1375: Lifetime course access and 12 months D365 sandbox access, with ongoing access to course updates. Lifetime access is until cancelled by the user.

All tiers include direct email support from Seth with a 2-business day email response time (Monday – Friday); optional 1:1 calls for urgent questions; and ITIL 4 Foundation exam preparation content.

Current prices are displayed on our website at www.launchpadd365.com/microsoftd365course. Prices are quoted in British Pounds Sterling and are inclusive of any applicable VAT unless stated otherwise.

We reserve the right to change our prices at any time. Price changes will not affect orders that have already been confirmed.

If you need more time than your Course Tier allows, you may purchase an Extension Pack for 6 months additional access at the current price of £225. Please contact us at contact@launchpadd365.com to arrange this.

ORDERING AND PAYMENT

You may purchase our services via the online checkout on our website. Payment is required in full at the point of purchase. We accept Debit/Credit Card and PayPal. Where a discount code has been applied, the final price will be the discounted amount shown at checkout.

We will send written confirmation of your order to the email address you provide. This confirmation constitutes our acceptance of your order and the start of our agreement with you.

Your Subscription Period begins on the date payment is successfully processed ("Start Date").

Course Tiers are one-off purchases, not recurring subscriptions. No automatic renewals will be applied.

D365 SANDBOX ACCESS

Your D365 Sandbox is a live, Microsoft-hosted Microsoft Dynamics 365 Finance and Operations (D365 F&O) environment, provided to you as part of your Course Tier so that you can practise hands-on, without affecting any production system.

5.1 Provisioning and Management

Your sandbox is hosted on our behalf by a specialist third-party Microsoft D365 hosting provider, within their own Microsoft Entra ID tenant. We remain responsible for your overall course experience, but the underlying sandbox infrastructure, including platform maintenance, is operated by that third-party provider and by Microsoft as the underlying SaaS platform.

To provision your sandbox, you will be asked to provide your name and a valid email address. A user account will then be created for you in the hosting provider's tenant. This account is for sandbox access only: it does not include any Microsoft 365 licence and does not function as a usable email address. Your sandbox password will be sent automatically to the email address you provide, and we will confirm to you separately once your account has been created.

Sandbox set-up typically takes a short period after your Start Date while your account is created. We will let you know if there is any unexpected delay.

5.2 Sandbox Access Periods by Course Tier

Your sandbox access period runs from your Start Date and is shorter than your overall course access, as follows:

- D365 Training (1 Year): 3 months of sandbox access from your Start Date.
- D365 Training (2 Years): 6 months of sandbox access from your Start Date.
- D365 Training (Lifetime): 12 months of sandbox access from your Start Date.

Your course content remains accessible for the remainder of your Course Tier even after your sandbox access period ends. Sandbox access is not extended automatically when your overall course access continues beyond the sandbox period stated above.

5.3 Conditions of Use

Your sandbox access is personal to you and may not be shared with, or transferred to, any other person. You must use the sandbox only for your own learning in connection with the course, and only in a manner consistent with these Terms and any reasonable instructions we give you.

You are responsible for keeping your sandbox login details confidential and must notify us immediately if you believe your account has been accessed without your authorisation.

You must not use the sandbox for any unlawful purpose, to store or process real customer, financial, or other production data, or to attempt to circumvent any technical restriction we or our hosting provider put in place.

Because your sandbox shares a hosting environment used by other learners on our course, other users may be able to see your account or display name within that environment. This is a normal feature of how the sandbox is provided and is not treated as a breach of confidentiality under clause 15.

5.4 Technical Requirements and Restrictions

The sandbox account created for you does not include any Microsoft 365 licence and cannot be used to send or receive email. You will need your own separate email address to receive your sandbox credentials and any related communications.

You are responsible for ensuring you have a suitable internet connection, an up-to-date and supported web browser, and your own appropriate virus and security protection in order to access the sandbox. We give no warranty that the sandbox will be compatible with every device or software configuration.

From time to time the sandbox may be unavailable due to essential upgrades or technical issues ("Downtime"). Where we are able to give advance notice of planned Downtime, we will email you with reasonable notice. Where Downtime is unplanned, we will contact you as soon as we become aware of it. We will use reasonable endeavours to resolve any Downtime within our control, which may include provisioning an alternative environment for you.

5.5 End of Sandbox Access

At the end of your sandbox access period (see clause 5.2), or earlier if your subscription is terminated or cancelled under clause 10 or clause 19, your sandbox account will be disabled, and you will no longer be able to log in.

Any work, configurations, test data, or other content you have created within the sandbox exists only within that environment. It is not exported, backed up for your benefit, or made available to you after your sandbox access ends. You should not rely on the sandbox to store anything you wish to keep.

5.6 Data Retention and Deletion

We retain your sandbox account and associated data only for as long as reasonably necessary to provide the sandbox to you and to meet our own legal and accounting obligations.

Following the end of your sandbox access period, your sandbox account and any data, configurations, or test entries you created within it will, in the ordinary course, be deleted from the hosting environment. We are not obliged to retain or provide you with a copy of this data once your sandbox access has ended.

Any personal data you provide for the purpose of provisioning your sandbox (such as your name and email address) is processed in accordance with our Privacy Policy and clause 16 of these Terms.

5.7 Fair Use

Your sandbox is provided for reasonable personal study use in connection with the course. We reserve the right to suspend or restrict sandbox access where, in our reasonable opinion, your use of the sandbox is excessive, disruptive to other learners sharing the same hosting environment, or inconsistent with normal personal study use (for example, automated or scripted use, or use on behalf of a third party).

Where reasonably practicable, we will contact you before suspending access on fair use grounds and give you the opportunity to address the issue.

5.8 Costs and Additional Sandbox Time

The sandbox access period included in your Course Tier (see clause 5.2) is provided at no additional cost beyond your Subscription Fee.

If you would like sandbox access beyond the period included in your Course Tier, you may request additional sandbox time for an additional fee. Current pricing for additional sandbox time will be provided on request by emailing contact@launchpadd365.com, and any additional sandbox time will be subject to these Terms.

We reserve the right to change the pricing or availability of additional sandbox time at any time. Any change will not affect additional sandbox time you have already paid for.

COURSE CONTENT AND DELIVERY

The course comprises approximately 360 hours of self-paced content covering Microsoft D365 Finance and Operations, business process knowledge, technical understanding, service management tools, project management, stakeholder management, interview skills, and personal development.

The course is delivered digitally via our online platform. You can access content at any time during your Subscription Period.

The course prepares you for the following certification, which are taken separately and at your own cost through the relevant external bodies:

- ITIL 4 Foundation — via PeopleCert

You will also earn three LaunchpadD365 Proficiency Badges upon completing the relevant course sections: the LaunchpadD365 Excellence Certification; the LaunchpadD365 Enterprise Mastery Proficiency Badge; and the LaunchpadD365 Impactful Influence Proficiency Badge. These badges are shareable on LinkedIn.

We may update or modify course content from time to time to keep it current and relevant. Lifetime tier customers will receive ongoing access to course updates.

SUPPORT AND COACHING

All course tiers include:

- Direct email support from Seth with a response time of 2 working days (Monday to Friday).
- Optional 1:1 calls for urgent technical questions that cannot be resolved through the course material.

Tutor support is for academic and course-related questions. It is not a substitute for professional advice of any kind.

Group coaching sessions on topics such as stakeholder management and interview preparation may be offered as separate workshops in future. We will communicate any such offerings via our website and email.

YOUR OBLIGATIONS

By using our services, you agree that you will:

- Use our content and materials solely for your own personal learning and career development.
- Not copy, distribute, share, re-sell, re-purpose or otherwise reproduce any of our content, materials, or know-how without our prior written consent.
- Not download, record, or share access to live sessions or recordings.
- Keep your login credentials confidential and take reasonable steps to ensure no unauthorised person accesses the course using your account.
- Not sub-licence, transfer, or share your subscription with any other person or business.
- Comply with all applicable laws in connection with your use of our services.
- Use your own appropriate virus protection software when accessing our platform.

You acknowledge that all Intellectual Property Rights in our course content, materials, software, and know-how belong to us. Nothing in these Terms grants you any rights in respect of those Intellectual Property Rights except the limited licence set out in clause 9.

LICENCE

Subject to your compliance with these Terms and payment of the Subscription Fee, we grant you a personal, non-exclusive, non-transferable, revocable licence to access and use our course content and materials during your Subscription Period, solely for your own personal training and career development purposes.

You may view, read, and take notes on course materials. You may not copy, reproduce, transmit, sell, redistribute, or make available to any third party any part of our content or materials in any format.

CANCELLATION AND YOUR RIGHT TO CANCEL

10.1 Your Statutory 14-Day Cancellation Right

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have the right to cancel your order within 14 days of purchase without giving any reason ("Cooling-Off Period").

However, because this course provides immediate access to digital content, your right to cancel ends as soon as you begin accessing the course content. At the point of purchase, you will be asked to acknowledge that you understand accessing the content immediately will extinguish your right to cancel.

If you have not accessed the course content and you are within 14 days of purchase, you are entitled to a full refund. To exercise this right, please contact us at contact@launchpadd365.com within 14 days of purchase.

10.2 Cancellation After the Cooling-Off Period

Once you have accessed the course content or the 14-day Cooling-Off Period has expired, our general policy is that we do not offer refunds, as the digital content has been made available to you.

If you cannot continue due to illness, change of circumstances, or other significant factors outside your control, please contact us at contact@launchpadd365.com. We will consider requests to pause the course on a case-by-case basis. However, once the sandbox access has started, this cannot be paused.

We strongly encourage you to book a free 30-minute initial consultation before purchasing if you are uncertain whether this course is right for you ([Book Here](#))

10.3 Fixed-Term Tiers

For the 1-Year and 2-Year Course Tiers, your access will end at the conclusion of your Subscription Period unless you purchase an Extension Pack. Course Tiers are one-off purchases and do not renew automatically.

An Extension Pack extends your access to course content only. It does not extend or reinstate sandbox access, which is governed separately by clause 5.2.

For the Lifetime Tier, access continues until you cancel it for course content, with sandbox access provided for 12 months from activation.

You may cancel your Lifetime Tier course access at any time by contacting us at contact@launchpadd365.com. As the Lifetime Tier is a one-off purchase rather than a recurring subscription, cancellation ends your future access to the course but does not entitle you to a refund, except where your statutory rights under clause 10.1 apply.

OUR REFUND POLICY

Subject to clause 10.1 (your statutory 14-day right to cancel), and except in circumstances where we have materially failed to deliver the contracted services, we do not offer refunds or pro-rata refunds on Subscription Fees paid.

Where we have failed to deliver a material part of the services you have paid for through our fault, you may be entitled to a partial or full refund under the Consumer Rights Act 2015. Please contact us at contact@launchpadd365.com to raise any such concerns.

Refunds, where applicable, will be made to the original payment method within 14 days of our agreement to refund.

AUTHORITY AND INTELLECTUAL PROPERTY

All Intellectual Property Rights in the course content, materials, know-how, and software belong to LaunchpadD365. You acknowledge that no Intellectual Property Rights are transferred to you under these Terms.

We warrant that, to the best of our knowledge, use of our course content and materials in accordance with these Terms will not infringe any third-party intellectual property rights.

Any feedback, suggestions, or contributions you provide to us regarding our services may be used by us without restriction or compensation to you.

OUR OBLIGATIONS

We will use our best endeavours to:

- Provide the course content and services as described on our website.
- Respond to support emails within 2 working days (Monday to Friday).
- Maintain our platform and ensure course access is not interrupted by events within our control.
- Notify you in advance of any planned sandbox downtime.

We may change, update, or remove parts of our course content at our reasonable discretion, including to keep materials current and accurate.

The ITIL 4 Foundation exam is administered by a third party. We are not responsible for the availability, format, cost, or outcome of this exam.

CERTIFICATIONS AND EMPLOYMENT

Our course prepares you for the ITIL 4 Foundation certification. The actual exam is booked and paid for separately through the relevant external certification bodies. We are not responsible for the results of any external examinations.

Our LaunchpadD365 Proficiency Badges are awarded by us and are not externally accredited. They represent the completion of relevant sections of our course.

We do not guarantee employment or any specific career outcome as a result of completing our course. Job-hunting outcomes depend on individual effort, experience, market conditions, and many other factors outside our control. Testimonials and examples of past student outcomes are illustrative and not a guarantee of your results.

CONFIDENTIALITY

You acknowledge that our course content, materials, and know-how are our confidential information.

We acknowledge that any personal or business data you provide to us is your confidential information and will be handled in accordance with our Privacy Policy.

Each party will use reasonable endeavours not to disclose the other's confidential information to any third party without prior written consent, except as required by law.

This clause survives termination of these Terms.

DATA PROTECTION AND PRIVACY

We are committed to protecting your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. We will not sell, share, or rent your personal data to any third party.

By submitting your personal information to us, you confirm that you have read and agree to our Privacy Policy, which is available on our website at www.launchpadd365.com.

We will only contact you for purposes related to your subscription and, where you have consented, to send you relevant promotional messages. You can opt out of marketing communications at any time by contacting us at contact@launchpadd365.com.

DISCLAIMER AND LIMITATION OF LIABILITY

Nothing in these Terms excludes or limits our liability for:

- Death or personal injury caused by our negligence.
- Fraud or fraudulent misrepresentation.
- Any other liability that cannot be excluded or limited under applicable UK law, including your statutory rights under the Consumer Rights Act 2015.

Subject to the above, and to the extent permitted by law:

- Our course content is provided for educational and informational purposes only. It does not constitute professional, legal, financial, or any other regulated advice.
- We do not guarantee that the information in our course is complete, accurate, or up to date in every respect. We will endeavour to correct errors when they are brought to our attention.
- We are not liable for any loss of profits, loss of business, loss of income, or any indirect or consequential loss arising from your use of our services.
- Our total liability to you under or in connection with these Terms shall not exceed the Subscription Fee you paid to us.

You are solely responsible for how you apply the knowledge and skills learned through our course. We do not accept responsibility for decisions or actions you take as a result of our training.

USER COMMUNITY

Where a community or peer group feature is made available (via FaceBook, LinkedIn or a future formal community platform), users who join a community will have a profile visible to other members and their activity may be visible to others.

You may opt out of or exit the community at any time. Upon doing so, your profile will no longer be visible. You will lose access to community features such as posting, commenting, or liking.

You must not post content in any community that is unlawful, offensive, defamatory, or that infringes the rights of any third party.

SUSPENSION AND TERMINATION

We may suspend or terminate your access to our services immediately and without notice if:

- You are in material breach of these Terms.
- You fail to comply with any applicable law or regulation.
- We have reasonable grounds to believe your use of our services is fraudulent or harmful.

You may terminate your access at any time by contacting us at contact@launchpadd365.com. Termination does not entitle you to a refund except where your statutory cancellation rights apply (see clause 10).

On termination of your access for any reason, the licence granted to you under clause 9 ends immediately, and you must cease all use of our course materials.

Termination does not affect any rights or obligations that have already accrued, nor any provisions of these Terms that are expressed or intended to survive termination.

PROMOTIONAL COMMUNICATIONS

We may send you promotional messages and materials relating to our services by email or other contact methods you provide. You can opt out of receiving such communications at any time by notifying us at contact@launchpadd365.com or by using the unsubscribe link in any email we send.

Please see our full Privacy Policy on our website for further details on how we use your data.

GENERAL PROVISIONS

Entire Agreement: These Terms represent the entire agreement between us and you in relation to our services and supersede any prior representations or agreements.

Variation: We may update these Terms at any time by posting a revised version on our website. We will give you reasonable notice of material changes. Your continued use of our services after the change takes effect means you accept the updated Terms.

Severability: If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions will continue in full force.

Waiver: Our failure to enforce any provision of these Terms at any time does not constitute a waiver of that or any other provision.

Assignment: We may assign or transfer our rights and obligations under these Terms to a third party. You may not assign your rights without our prior written consent.

Third-Party Websites: We are not responsible for the content or practices of any third-party websites linked from our platform. You access such sites at your own risk.

Governing Law and Jurisdiction: These Terms are governed by the law of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Your Statutory Rights: Nothing in these Terms affects your statutory rights as a consumer under UK law.

CONTACT US

If you have any questions about these Terms, wish to exercise any rights under them, or need to make a complaint, please contact us at:

- Email: contact@launchpadd365.com
- Website: www.launchpadd365.com

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