

Terms and Conditions

Youth Start Limited

Company Number: 16864238

Registered Office: 370 Osmaston Park Road, Derby, DE24 8FB

Website: youthstart.co.uk

Effective Date

1 January 2026

Last Updated

1 January 2026

1. Introduction and Acceptance of Terms

These Terms and Conditions (“Terms”) govern your use of the Youth Start Limited website (youthstart.co.uk) and all services, content, and materials provided through the website (collectively, the “Website” and “Services”).

By accessing, browsing, or using the Website, you agree to be bound by these Terms and Conditions. If you do not agree to these Terms, you must not use the Website.

Youth Start Limited (“we,” “us,” “our,” or “Youth Start”) reserves the right to modify these Terms at any time. Changes will be effective immediately upon posting to the Website. Your continued use of the Website following the posting of revised Terms means that you accept and agree to the changes.

2. About Youth Start Limited

Youth Start Limited is a private limited company registered in England and Wales under the Companies Act 2006 with company number 16864238. Our registered office is at 370 Osmaston Park Road, Derby, DE24 8FB.

Youth Start is a social enterprise that provides employment support and mentorship to young people aged 18-24, with a focus on warehouse sector placements. We work with employers to create employment opportunities and with young people to develop the skills and confidence needed to succeed in employment.

3. Use of the Website

3.1 Permitted Use

You may use the Website for lawful purposes only. You agree not to use the Website in any way that:

- Violates any applicable law or regulation
- Infringes the intellectual property rights of Youth Start or any third party
- Harasses, threatens, defames, or abuses any person
- Transmits viruses, malware, or any other harmful code
- Disrupts the normal flow of dialogue within the Website
- Attempts to gain unauthorised access to the Website or any systems or networks connected to the Website
- Collects or tracks personal information of others without consent
- Impersonates or misrepresents your identity or affiliation with any person or entity
- Engages in any form of spam, phishing, or fraudulent activity
- Interferes with or disrupts the Website or servers or networks connected to the Website

3.2 Intellectual Property Rights

All content on the Website, including text, graphics, images, logos, videos, audio, and software, is the property of Youth Start Limited or its content suppliers and is protected by copyright, trademark, and other intellectual property laws.

You are granted a limited, non-exclusive, non-transferable licence to access and use the Website for personal, non-commercial purposes only. You may not reproduce, distribute, transmit, modify, or create derivative works of any content without the prior written consent of Youth Start Limited.

3.3 User-Generated Content

If you submit any content to the Website (such as comments, feedback, or testimonials), you grant Youth Start Limited a non-exclusive, royalty-free, perpetual, and irrevocable licence to use, reproduce, modify, and distribute that content for any purpose, including promotional purposes, without further compensation or notice to you.

You represent and warrant that any content you submit is original, does not infringe any third-party rights, and does not violate any applicable law.

3.4 Hyperlinks and Third-Party Content

The Website may contain hyperlinks to third-party websites. Youth Start Limited does not endorse, control, or assume responsibility for the content of third-party websites. Your use of third-party websites is governed by their own terms and conditions and privacy policies.

Youth Start Limited is not responsible for any loss or damage arising from your use of third-party websites or content.

4. Services Provided

4.1 Recruitment and Employment Services

Youth Start Limited provides recruitment and employment services to young people aged 18-24, including:

- Assessment and registration
- Skills development and training
- Job matching and placement
- Mentorship and support during employment
- Ongoing support and career development

4.2 Eligibility

To use Youth Start's services, you must:

- Be aged 18-24 at the time of registration
- Be a resident of the United Kingdom
- Have the right to work in the United Kingdom
- Be seeking employment in the warehouse sector or related roles

Youth Start reserves the right to verify your eligibility and to decline to provide services if you do not meet these criteria.

4.3 Application and Registration

To apply for Youth Start's services, you must complete an application form and provide accurate and complete information. You agree to provide truthful information and to notify Youth Start of any changes to your circumstances.

Youth Start will assess your application and will notify you of the outcome within a reasonable timeframe. Youth Start reserves the right to decline applications or to withdraw services if you provide false or misleading information.

4.4 No Guarantee of Employment

Youth Start makes no guarantee that you will be offered employment. While we work to match young people with suitable employment opportunities, employment outcomes depend on a range of factors, including your skills, experience, availability, and the availability of suitable vacancies.

4.5 Mentorship Programme

Youth Start provides a 12-week mentorship programme to support young people during their employment. The mentorship programme includes:

- Regular one-to-one mentoring sessions
- Skills development and training
- Support with workplace challenges
- Career development and progression support

Mentorship is provided by Youth Start staff members and may in future be provided by trained volunteers or external mentors. The mentorship programme is designed to support young people to succeed in employment and to develop their skills and confidence.

5. User Responsibilities

5.1 Account Information

If you create an account on the Website, you are responsible for maintaining the confidentiality of your login credentials and for all activities that occur under your account. You agree to notify Youth Start immediately of any unauthorised use of your account.

5.2 Accurate Information

You agree to provide accurate, current, and complete information when registering for services or using the Website. You are responsible for updating your information if it changes.

5.3 Compliance with Laws

You agree to comply with all applicable laws and regulations when using the Website and Youth Start's services. You are responsible for ensuring that your use of the Website and services does not violate any laws or regulations.

5.4 Respectful Conduct

You agree to treat all Youth Start staff members, volunteers, mentors, employers, and other young people with respect and dignity. You agree not to engage in any form of harassment, discrimination, or abusive behaviour.

6. Limitation of Liability

6.1 Disclaimer of Warranties

The Website and Services are provided on an "as is" and "as available" basis. Youth Start Limited makes no warranties, express or implied, regarding the Website or Services, including warranties of merchantability, fitness for a particular purpose, or non-infringement.

Youth Start Limited does not warrant that the Website will be uninterrupted, error-free, or secure, or that any defects will be corrected.

6.2 Limitation of Damages

To the fullest extent permitted by law, Youth Start Limited shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising out of or relating to your use of the Website or Services, even if Youth Start has been advised of the possibility of such damages.

Youth Start Limited's total liability to you for any claim arising out of or relating to these Terms or your use of the Website or Services shall not exceed the amount you have paid to Youth Start in the 12 months preceding the claim, or £100, whichever is greater.

6.3 Exceptions

Some jurisdictions do not allow the exclusion of certain warranties or the limitation of liability. To the extent that any provision of this section is unenforceable in your jurisdiction, the unenforceable provision shall be severed, and the remaining provisions shall remain in full force and effect.

7. Indemnification

You agree to indemnify, defend, and hold harmless Youth Start Limited, its officers, directors, employees, agents, and successors from and against any and all claims, damages, losses, costs, and expenses (including reasonable legal fees) arising out of or relating to:

- Your use of the Website or Services
 - Your violation of these Terms
 - Your violation of any applicable law or regulation
 - Your infringement of any third-party intellectual property rights
 - Any content you submit to the Website
 - Your conduct or interactions with other users or third parties
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8. Termination

8.1 Termination by You

You may terminate your use of the Website and Services at any time by notifying Youth Start in writing.

8.2 Termination by Youth Start

Youth Start reserves the right to terminate your access to the Website and Services at any time, with or without cause, and with or without notice. Grounds for termination include, but are not limited to:

- Violation of these Terms
- Provision of false or misleading information
- Engagement in illegal or harmful activity
- Harassment or abuse of Youth Start staff, volunteers, or other users
- Non-compliance with Youth Start's policies or procedures

8.3 Effect of Termination

Upon termination, your right to use the Website and Services will cease immediately. Youth Start may delete your account and any associated data. Sections of these Terms that by their nature should survive termination (such as Limitation of Liability, Indemnification, and Governing Law) shall survive termination.

9. Data Protection and Privacy

Your use of the Website is also governed by Youth Start's Privacy Policy, which sets out how we collect, use, and protect your personal data. Please refer to the Privacy Policy for information about data protection and privacy.

By using the Website and Services, you consent to the collection and use of your personal data in accordance with the Privacy Policy.

10. Cookies and Tracking Technologies

The Website uses cookies and other tracking technologies to enhance your experience and to collect information about your use of the Website. Please refer to Youth Start's Cookies Policy for information about the cookies we use, why we use them, and how you can manage your cookie preferences.

11. Accessibility

Youth Start is committed to ensuring that the Website is accessible to all users, including those with disabilities. If you experience any accessibility issues when using the Website, please contact us at contact@youthstart.co.uk or 07470435603.

For more information about accessibility, please refer to Youth Start's Accessibility Statement.

12. Complaints and Disputes

12.1 Informal Resolution

If you have a complaint or dispute relating to the Website or Services, please contact Youth Start as soon as possible. We will endeavour to resolve your complaint informally and promptly.

12.2 Formal Complaints Procedure

If informal resolution is not possible, you may submit a formal complaint in accordance with Youth Start's Complaints and Dispute Resolution Policy. Please refer to that policy for information about how to submit a formal complaint and the complaints procedure.

12.3 Alternative Dispute Resolution

If you are not satisfied with the outcome of Youth Start's complaints procedure, you may be entitled to refer your complaint to an alternative dispute resolution provider. Youth Start will provide information about alternative dispute resolution options upon request.

13. Governing Law and Jurisdiction

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales, without regard to its conflict of law principles.

You agree to submit to the exclusive jurisdiction of the courts of England and Wales for the resolution of any dispute arising out of or relating to these Terms or your use of the Website or Services.

14. Severability

If any provision of these Terms is found to be invalid, illegal, or unenforceable, that provision shall be severed, and the remaining provisions shall remain in full force and effect. The severed provision shall be modified to the minimum extent necessary to make it valid and enforceable.

15. Entire Agreement

These Terms and Conditions, together with Youth Start's Privacy Policy, Cookies Policy, and other policies referenced herein, constitute the entire agreement between you and Youth Start Limited regarding your use of the Website and Services, and supersede all prior and contemporaneous agreements, understandings, and negotiations, whether written or oral.

16. Waiver

No waiver of any provision of these Terms shall be effective unless in writing and signed by an authorised representative of Youth Start Limited. The failure of Youth Start to enforce any right or provision shall not constitute a waiver of that right or provision.

17. Assignment

You may not assign or transfer these Terms or any of your rights or obligations under these Terms without the prior written consent of Youth Start Limited. Any attempted assignment without consent shall be void.

Youth Start Limited may assign or transfer these Terms or any of its rights or obligations under these Terms without notice or consent.

18. Contact Information

If you have any questions about these Terms and Conditions, or if you wish to contact Youth Start Limited, please use the following contact details:

Youth Start Limited

Registered Office: 370 Osmaston Park Road, Derby, DE24 8FB

Email: contact@youthstart.co.uk

Telephone: 07470435603

Website: youthstart.co.uk

19. Changes to These Terms

Youth Start Limited reserves the right to modify these Terms and Conditions at any time. Changes will be effective immediately upon posting to the Website. Your continued use of the Website following the posting of revised Terms means that you accept and agree to the changes.

We recommend that you review these Terms periodically to stay informed of any changes.

20. Acknowledgment

By using the Website and Services, you acknowledge that you have read these Terms and Conditions, understand them, and agree to be bound by them.

If you do not agree to these Terms and Conditions, you must not use the Website or Services.

