

Website Terms of Use

Last updated: 6 October 2026

These Terms of Use govern your use of the TICA and ACAD website at www.tica-acad.co.uk (the “Website”).

Please read these terms carefully before using the Website. By using the Website, you agree to these Terms of Use. If you do not agree to these terms, you should not use the Website.

1. About us

This Website is operated by the **Thermal Insulation Contractors Association (TICA)**.

TICA is a private company limited by guarantee and registered in England and Wales under company number **01885918**.

Our registered office is:

TICA House

34 Allington Way

Yarm Road Business Park

Darlington

County Durham

DL1 4QB

ACAD (Asbestos Control and Abatement Division) is a division of the Thermal Insulation Contractors Association.

References in these terms to “TICA”, “ACAD”, “TICA-ACAD”, “we”, “us” or “our” refer to the Thermal Insulation Contractors Association and, where applicable, its ACAD division.

You can contact us at enquiries@tica.uk.com or by calling **01325 466704**.

2. Using our Website

You may use our Website for lawful purposes and in accordance with these Terms of Use.

You must not:

- use the Website in any way that breaches applicable laws or regulations;
- use the Website for fraudulent, unlawful or misleading purposes;
- attempt to gain unauthorised access to the Website, its servers, databases or restricted areas;
- introduce viruses, malware or other material that could damage or interfere with the Website;
- attempt to disrupt, disable or impair the operation or security of the Website;
- collect or extract data from the Website through automated means without our permission; or
- use information from the Website in a way that infringes our rights or the rights of another person or organisation.

We may suspend, restrict or terminate access to the Website where we reasonably believe these terms have been breached.

3. Information on the Website

We make reasonable efforts to ensure that information published on the Website is accurate and up to date.

However, the Website contains a wide range of information including technical guidance, industry news, regulatory information, training information, membership information, Skill Card information, downloadable documents and other resources.

This information is provided for general information purposes unless specifically stated otherwise.

Information on the Website should not be treated as a substitute for appropriate professional, legal, technical, health and safety or regulatory advice.

In particular, information relating to asbestos, thermal insulation, workplace safety, competence, standards or regulatory requirements should always be considered alongside the current legislation, official guidance, relevant standards, project requirements and advice from appropriately competent persons.

We may update, amend or remove Website content without notice.

4. Technical guidance and publications

TICA and ACAD publish guidance, technical information, documents and other resources intended to support their respective industries.

Unless expressly stated otherwise, these materials are guidance only. Users remain responsible for ensuring that any work they undertake complies with applicable legislation, regulations, standards, contractual requirements and site-specific risk assessments.

Where Website content refers to legislation, regulations, standards or third-party guidance, users should check that they are referring to the most current version before relying on that information.

Where there is any conflict between information on the Website and applicable legislation or official regulatory guidance, the applicable legislation or official guidance takes precedence.

5. Membership information

The Website contains information about TICA and ACAD membership, including member benefits, requirements and application processes.

Information on the Website does not itself create membership or guarantee that a membership application will be accepted.

Applications for membership may be subject to separate application terms, eligibility requirements, vetting procedures, audits, membership rules, Articles of Association or other applicable requirements.

Where separate membership terms apply, those terms take precedence over these Website Terms of Use in relation to membership.

6. Member search and contractor information

The Website may provide directories or search facilities allowing users to identify TICA or ACAD members and other organisations associated with our schemes or services.

We take reasonable steps to keep this information accurate. However, membership, certification, audit or other statuses may change.

Users should make appropriate enquiries before appointing or entering into a contract with any organisation listed on the Website.

Inclusion within a directory does not constitute a recommendation or guarantee by TICA or ACAD regarding a company's suitability for a particular project unless expressly stated otherwise.

TICA and ACAD are not parties to contracts entered into between Website users and listed organisations.

7. Training, qualifications, Skill Cards and assessments

Information concerning training courses, apprenticeships, qualifications, NVQs, assessments, Skill Cards and other competence-related services is provided for general information.

Eligibility requirements, course availability, funding arrangements, prices, assessment requirements and certification requirements may change.

Submitting an enquiry or application through the Website does not guarantee acceptance onto a course, qualification, assessment, apprenticeship, membership scheme or Skill Card scheme.

Specific terms, eligibility criteria and requirements applicable to the relevant service will take precedence over these Website Terms of Use where applicable.

8. Events, bookings and payments

From time to time, the Website may allow users to register for events, book training or other services, purchase tickets or make payments.

Additional terms may apply to individual bookings, purchases or services. Where additional terms are provided, you should read them before completing the relevant transaction.

If there is any conflict between these Website Terms of Use and specific terms relating to a booking, service or transaction, the specific terms will take precedence in relation to that booking, service or transaction.

9. Members' areas and user accounts

Certain parts of the Website may only be available to authorised TICA or ACAD members or registered users.

If you are provided with login details, you are responsible for keeping those details confidential and for taking reasonable steps to prevent unauthorised access to your account.

You must not knowingly allow another person to use your account where they are not authorised to access the relevant content.

You should notify us promptly if you believe your account or login details have been compromised.

We reserve the right to suspend or withdraw access to restricted areas where necessary, including where a user's membership or other entitlement to access has ended.

10. Intellectual property

Unless otherwise stated, the Website and the material published on it are owned by or licensed to TICA.

This includes, but is not limited to, text, publications, guidance documents, photographs, graphics, logos, branding, videos, downloadable materials and Website design.

You may view, download and print reasonable extracts from the Website for your own legitimate personal or business use.

You must not reproduce, modify, republish, distribute, sell, commercially exploit or otherwise use substantial parts of our content without our prior written permission, except where permitted by law or where a document expressly permits such use.

The names, logos and branding of TICA and ACAD must not be used in a way that suggests membership, accreditation, approval, endorsement or association without appropriate authorisation.

Separate rules may apply to the use of membership logos, certification marks, Skill Card branding or scheme marks.

11. Links to other websites

The Website may contain links to websites operated by third parties.

These links are provided for information and convenience only. We do not control third-party websites and are not responsible for their content, availability, security or privacy practices.

The inclusion of a link does not necessarily mean that TICA or ACAD endorses the organisation, website, products or services concerned.

You should review the terms and privacy information of any third-party website you visit.

12. Website availability and security

We aim to keep the Website available and functioning correctly but cannot guarantee that it will always be available, uninterrupted, secure or free from errors.

We may suspend, withdraw, restrict or change all or part of the Website where reasonably necessary, including for maintenance, security, technical or operational reasons.

You are responsible for ensuring that your own computer systems, devices and software are appropriately protected when accessing the Website.

13. Our liability

Nothing in these Terms of Use excludes or limits any liability which cannot legally be excluded or limited, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.

Subject to this, TICA and ACAD will not be responsible for loss or damage arising solely from reliance on general information published on the Website where users have failed to obtain appropriate professional or project-specific advice.

We are not responsible for losses arising from:

- the temporary unavailability of the Website;
- third-party websites or services;
- viruses or other harmful material introduced by third parties;
- inaccurate information supplied to us by third parties; or

- use of the Website in breach of these Terms of Use.

Nothing in these terms affects any statutory rights that you may have which cannot lawfully be excluded.

14. Privacy and cookies

Your privacy is important to us.

Information about how we collect, use and protect personal information is set out in our **Privacy Policy**.

The Website may also use cookies and similar technologies. Information about these technologies and your choices should be read alongside our Privacy Policy and any Cookie Policy or cookie preferences available on the Website.

15. Changes to these Terms of Use

We may update these Terms of Use from time to time to reflect changes to the Website, our services, our organisation or applicable laws and regulations.

The latest version will be published on this page together with the date on which it was last updated.

We recommend checking this page periodically when using the Website.

16. Governing law

These Terms of Use, their subject matter and their formation are governed by the laws of England and Wales.

The courts of England and Wales will have jurisdiction in relation to disputes arising from or connected with these Terms of Use, subject to any rights you may have under applicable consumer law to bring proceedings elsewhere within the United Kingdom.

17. Contact us

If you have any questions about these Terms of Use or the Website, please contact:

Thermal Insulation Contractors Association

TICA House

34 Allington Way

Yarm Road Business Park

Darlington

County Durham

DL1 4QB

Telephone: 01325 466704

Email: enquiries@tica.uk.com