

# Therapy Courses Terms and Conditions

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## 1.1. Therapy Courses Terms and conditions updated September 4<sup>th</sup> 2019.

1.2. These terms and conditions (the “terms”) are the basis of the contract between Therapy Courses (“us”/“we”/“our”) and you. By booking a training course with us, you agree to be bound by these terms and conditions.

1.3. Therapy Courses is a trading name of Therapy Courses – Julie Streeter. Our trading address is 7 School Hill Alderbury Salisbury SP5 3DR

1.4. We may amend these terms from time to time. You will be subject to the terms in force at the time that you book a course with us.

## 2. Cancellations, Changes to Bookings and booking conditions

2.1. All bookings made through Therapy Courses are considered ‘business to business’ transactions under the scope of the Consumer Contracts (Information, Cancellation & Additional Charges) Regulations 2013

2.1. Training spaces are subject to availability and pre-determined class sizes.

2.2. Unless agreed with us in advance, full payment of all fees must be made at the time of booking in order to confirm your training place. Training dates cannot be reserved without payment and places are only considered booked once your course fee has been received.

2.3. Payment is only accepted by bank transfer

2.4. All course descriptions and prices are correct at the time of publication.

2.5. We reserve the right to alter course prices, content and material without notice or penalty.

2.6. We reserve the right to decline training applications and the provision of any related service without explanation or penalty.

2.7. If you cancel your booking at least 7 days before your course is due to start, you will receive a 50% refund of any fees paid.

2.8. If you cancel or change your booking less than 6 days before your course is due to start, no refunds will be issued and any outstanding fees owed to us will also be payable by you.

2.9. Requests for cancellations or changes to your booking can only be made by email, [therapycourses@btinternet.com](mailto:therapycourses@btinternet.com)

2.10. Failure to attend a booked course without prior notices will be considered a cancellation by you and will be subject to the above conditions.

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## **3. Assessment and Certification**

3.1. Delegates will be assessed by: (i) completion of in-class exercises; (ii) tutor observation of practical skills; and (iii) completion of a written test paper.

3.2. Certificates are issued at our discretion upon successful completion of the above assessment activities. Delegates' will have 4 months to complete a (VTCT Qualification) 3 day course. 9 months to complete the full Beauty course (VTCT Qualification). If the delegate is unable to complete the above assessment activities then additional fees will apply. One hundred pounds for half a day and two hundred pounds for one day.

3.3. Where a delegate's completed test paper does not demonstrate sufficient competency, that delegate may re-take this part of their assessment charged at seventy five pounds for half a day and one hundred pounds for one day.

3.4. Should a delegate fail the practical assessment, they will be invited to attend one further assessment at Therapy Courses charged at one hundred pounds for half a day and two hundred pounds for one day.

3.5. No refunds will be issued where a delegate fails to complete the training course or related assessment activities to the satisfaction of the course tutor.

3.6. We reserve the right to withhold certificates until all course fees have been paid in full.

3.7. Arrange your models for the assessment days as soon as possible. This will help you feel confident as the assessment day's approach as you know who you will be working with. Make sure you choose reliable models who you feel happy working with and with whom you have a good rapport.

## **4. Equal Opportunities,**

### **Learning Needs, Health and Safety**

4.1. We endeavour to provide equal opportunities in the provision of all services. This includes an expectation that tutors, delegates and models treat each other with respect and dignity during training.

4.2. It is your responsibility to notify us of any personal learning or physical needs at the time of booking. We will work with you to ensure that these needs are met as far as is reasonably practicable.

4.3. Delegates and models are required to abide by all health and safety instructions given by tutors during training. 6.4. Training will be terminated if delegates or models are disruptive, aggressive or abusive, or do not follow health and safety instructions. This will be considered a cancellation by you and is subject to the conditions set out in section 3.

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5.1 All materials supplied by Therapy Courses must not be copied or used in any way. All material is subject to copyright and must not be reproduced in any form.

5.2. All students must practice whilst on the course

5.3. Students must be dressed in a presentable manner for the salon work. Hair must be tied back; finger nails/extensions must be short

5.4. Certificates that are lost, misplaced or damaged that require re-issued (for Accreditation courses only) will be chargeable at twenty pounds per certificate required. You must provide the training date and your full name so we can identify your registration.

5.5. <https://www.vtct.org.uk/learners/replacement-certificates/>