**Standard Terms & Conditions Policies**

Payment

A deposit is required at the time of booking when booking is no more than 7 days prior to the first day of training, when full payment is required.

Please note we reserve the right to amend course prices or run promotions at any time, without prior notice. Once a booking is made, the price paid is final and no price difference can be refunded in the event of a later course price reduction.

Refunds

All course fees including deposits are non-refundable and non-transferable.

Cancellation or Transfer of Training Dates

**Rescheduling Requests & Fees**

In the event of a genuine reason for cancellation (proof of which may be required); of a confirmed training date notified prior to the booked training date, a request for a transfer will be considered at the discretion of Be Permanently Beautiful (subject to availability).  If successful, an administration fee of £50.00 per course date will be charged. Non-attendance where no prior notice is given will be handled at the discretion of Be Permanently Beautiful and may result in loss of course fees. This is applicable only to courses booked at full price only.

Should you be unable to attend a confirmed training date for medical reasons, a valid medical certificate covering the named student and day of the booked training will be required to waiver the fee to reschedule. Under medical or compassionate circumstances (proof of which may be required) and where immediate reschedule might not be possible; a credit for all or part of the course fee may be placed on file as a gesture of goodwill. Credits will be valid towards training courses only and run for a period of up to 6 months from the date of issue at which time the course fees would be forfeited. No refund of course fees can be issued.

**Last Minute Offer Bookings**

Courses booked as part of Last Minute Offers either online or by telephone, are by their definition intended to be attended on the specific course date/course/venue booked. In the event of a genuine reason for non-attendance of any Last Minute Offer course, (at the discretion of Be Permanently Beautiful) we may agree to allow the course fees paid to be placed on file as a credit towards a further training course, however this credit would be minus the standard £50 rescheduling fee per training day booked regardless of the reason for non-attendance e.g. a cancelled last minute offer course booked at £150 would result in a £100 credit being placed on file. Credits will be valid towards training courses only and run for a period of up to 6 months from the date of issue at which time the course fees would be forfeited. No refund of course fees can be issued.

**General**

In the event that the Be Permanently Beautiful should have to cancel your course for reasons outside of our control; Be Permanently Beautiful will endeavour to give students at least 24 hours’ notice of any cancellation by telephone and/or email. The Academy is not responsible for any accommodation/travelling costs students may incur due to the cancellation of courses.

Course Times

Please arrive on time for the start of your training course, this will be specified on your course acknowledgement. You allow sufficient time for travelling and parking. Make use of Google maps on smart phone or print map/directions from our website when planning your journey, to assist you to locate the centre on the training day.

Confirmation of Bookings

Once you have booked a training course you will receive an email within 48 working hours to confirm the booking.

Certificates

* Replacement certificates (sent by email and hard copy by post) for training completed within the last 18 months is £15 per certificate required
* Replacement certificates (sent by email and hard copy by post) for training completed prior to August 2016 is £25 per certificate required
* Additional hard copies are available for £10 extra per certificate (in addition to the reissuing fee above when requested as part of a replacement request).

During your training

During your training you will be required to give treatments.

Photography / recording of training (both audio or video) is strictly prohibited while in attendance of the training centre. Comprehensive training notes are provided at the time of booking and our Support team are available to assist with any queries after training, therefore this should not be required. This is to protect the privacy of other students, meet Data Protection requirements and avoid disruption to training. Tutors may occasionally take photos of student work during training with express permission, for marketing/promotional purposes.

All courses are taught only in English. All students are therefore required to have a good command of the English language, both written and spoken. This is essential so that the tutor can assess a student’s competence of all required aspects to pass the training course.

Should a student be unable to demonstrate the required level of English to participate fully within the course, they may be unable to pass the training course and become certified this would unfortunately forfeit any course fees paid. Therefore, it is important to discuss this prior to booking if you feel this may be an issue affecting your learning and course participation.

Medical Conditions

Please make us aware of any health conditions and/or medications currently taken that may affect your practical training or assessment days. Due to health and safety reasons, we do not allow students who are under 12 weeks or over 32 weeks pregnant to partake in practical training or assessment days.

All students are required to disclose any medical conditions at the time of booking, which will be dealt in the strictest of confidence. Some conditions may impede ability to participate fully within a course. An important part of training is to deliver treatments.

Adjustments will be made to accommodate medical conditions where possible and practical. A medical certificate may be required in line with our insurance obligations.

Refresher Training

Following *training*, students should begin practising treatments as soon as possible while the knowledge and skills are freshly learnt. Students are recommended to ensure they put public liability insurance in place before taking on paying clients. Students are advised to refer to the Practical Training notes provided with the Booking Confirmation email following training to refresh your knowledge and assist you with the treatment routines etc. Students are welcome to contact the Support Team with any questions. Should you be unable to practice your skills and/or require additional training at a later stage, please note additional fees apply per training day required.

Assessments

Attendance of assessment days is required in addition to practical training and completion of home study (coursework).

For assessment days, should you need to retake or to reschedule an assessment day once booked/confirmed, there is a fee. Additional assessments are charged at £100 per practical day. Rescheduled assessments, due to non-attendance or cancellation by the learner, are charged at £120 per day. The fee to reschedule can only be waivered in the event of medical emergency of the named student only where a medical certificate would be required. Be Permanently Beautiful can accept no responsibility for learners who are unable to arrange such, to achieve their qualification.

Complaints

In the unlikely event your training course with us does not meet your expectations, in the first instance you should email your course tutor with the details of your feedback or complaint. You will be supplied with all your tutors contact details on the first day of your training. This email should be sent within 5 days of your training course. We take all feedback and complaints very seriously and all will be investigated. You will receive as response within 5 workings days.