

ARCHANA HAIR & BEAUTY TRAINING ACADEMY

Terms and Conditions

The following Terms and Conditions are subject to each and every course booked through Archana Hair and Beauty Training Academy ('AHBTA').

- Students agree they have read, understood and accept our Terms in full before proceeding with their course booking.
- To secure your place written confirmation must be received within 10 days of the provisional booking being made. Places on courses can only be guaranteed once full payment has been received clear funds.
- Payment must be received prior to attending the course and is refundable only as indicated in our cancellation policy.
- Joining instructions confirmation, directions and hotel information will be sent on receipt of your full payment.

Students will be required to practice practical on each other in the class and if you do not wish to be practiced on then you will be required to bring your own model. There may also be an occasion where you are the only student, therefore, we will request you bring your own model for practical, and all students will be required to practice whilst on the course to gain the certificate.

CANCELLATIONS and TRANSFERS

Please note, we always endeavor to accommodate our delegates requests, however, most of our courses have limited numbers to maximise the interactivity between students and tutors.

- You have the right to cancel your booking within 7 working days from the date you make your booking. If you have paid any monies to us then you will be entitled to have this refunded to you if you cancel within this time. Refunds will be made to you only either by bank transfer or by cheque within 10 days of the date of cancellation. Cancellation of your booking within 7 working days as detailed above can be either by email or by post, but not by telephone.

Cancellations or transfers at short notice causes inconvenience and may jeopardise the commercial viability of a course. For this reason we are obliged to charge the following administration fees or surcharges:

- If you notify AHBTA in writing or via email up to 14 working days before the start date of the course, you will receive a full refund less an administration fee of 20%. If you withdraw for whatever reason within the 14 day period, the fee will not be refundable.
- Requests to transfer to a later course date will be subject to a surcharge of 20% of the course fee if a request is made within 21 days of the course date that was originally booked.
 - All cancellations and requests for transfer must be in writing and either sent via email, fax or post.
- The transfer option only applies to students who are transferring to a different date for the same course.
- The option to transfer can be used only once, after which non-attendance will be treated as a cancellation and no refunds will be made. Please note that we cannot automatically guarantee a place on the next scheduled course date.
 - Student Substitutions cannot be made at any time for any of the courses.

Please note there may be other courses running on the same day in conjunction with the one you are attending and the courses are spread out during the day, as our course sizes are very small. This is to cover the cost of our running of courses at individual venues and making it convenient for you to attend the training at your nearest venue saving you time and money. Also, the guide timing of our courses are, 10am to 4pm however this will vary depending on individuals ability of learning and the group size. Please sign and date to consent to this particular T & C

Sign..... Date.....

NON-ATTENDANCE

- If you fail to attend the course on which you are booked and unless you have given prior notice to AHBTA in accordance with the cancellation procedure as specified above, a refund of the fees will not be given.
- There are no refunds for any unused portion of the course should it be uncompleted by you (e.g. leaving the course half way through the class), for **any** reason at all.

PUNCTUALITY

- Classes will start promptly at the published times, irrespective of whether all students are present. Classes will not be delayed to wait for latecomers, and teachers are not responsible for repeating work missed.

REFUNDS

- Once the course has commenced, refunds will not be made under any circumstances at all.

AMENDMENTS to PROGRAMMES

- AHBTA reserves the right to cancel or modify any training course in its programme. In the event of a cancellation where an alternative cannot be provided, payment received in respect of that course will be refunded in full. Where circumstances dictate, AHBTA reserves the right to alter published programmes, trainers or venues without prior notice.
- In the event of a course being cancelled before it has commenced due to unforeseen circumstances only, a refund of the course fee will be made but no compensation will be paid for any additional costs incurred.
- AHBTA reserve the right to refuse an application should it consider the course is not suitable for a particular individual.

DRESS CODE & ETIQUETTE

- The students must be dressed appropriately for ALL courses and are required to wear comfortable smart clothing.
 - Hair must be tied away from the face and all jewellery must be removed for the duration of the course.
 - Children are not allowed in during training.
 - Mobile phones must be switched off in the training rooms at all times.
- AHBTA will not tolerate Physical or verbal abuse to any members of staff at any time. If any student behaves improperly at any Academy training centres, damages or removes any equipment, abuses staff members or fellow students, they will be asked to leave immediately and a refund will not be provided.
- All students must abide by the Terms and Conditions of the company at all times and any students that do not abide by these will be ejected from the course and will lose their course fee.
 - All student and client information at AHBTA is kept confidential.
 - Students understand that as part of the course, you may be asked to work on other students.
- All students are required to observe and abide by all policies regarding health and safety and any other regulation set out by the AHBTA.
 - The use of video cameras and audio recording equipment is not permitted under any circumstances.
 - AHBTA operate an Equal Opportunity and Equality & Diversity policies as part of our service to provide excellent support and service to our learners.

HEALTH

- It is a requirement that the Student partaking the course is generally in good health. It is essential that students with any relevant medical concern make it known to AHBTA prior to the course.

COMPLAINTS

- You should communicate any failure of the course whilst the course is taking place, thus giving the trainer the opportunity of achieving a solution. Should this not be possible for any reason, your complaint must be made in writing to AHBTA within 7 days of completion of the course which will be responded to within 28 days from receipt of the complaint. Refunds (in full or part) will **not** be made for any course once the course has commenced.

By completing and returning the registration form, participants are agreeing to be bound by the cancellation terms and conditions of registration.

I, the undersigned, declare that I have read and fully understand and agree to the above terms and conditions there-in.

Signed: _____ Date: _____

Full Name: _____