

OASIS-TIME Beauty & Holistic Academy

TERMS & CONDITIONS

Please read these carefully as they will be applied to your course booking.

1. Fees, Registration, Refunds and Venues

- 1.1 No refund of fees or transfer onto a later course can be offered if you fail to attend on the day of your course for any reason (hospital/doctor/dentist appointment, domestic crisis, travel delays, cold/flu, change of mind, lack of child care etc.). Fees are not refundable or transferable in this instance. To ensure fairness, these terms apply to everyone, and there are good reasons for them. Unlike many training providers we will run a course, with the overheads that this incurs, even if we have very low student numbers - you may be one of only two students booked which, if you do not attend, may mean cancelling the course causing loss of time and money to the tutor and other student. In addition our courses are very popular, and it's quite likely that we turned away another student who could have taken your place.

In exceptional circumstances of extreme and sudden onset of illness, you must contact the course tutor, prior to the start of the course, by telephone to explain your absence and to follow up in writing to the tutor and copy to the Principal. At the Principal's discretion she may be prepared, for an additional fee of £25, to offer you a place on the next available course, which may not be in your area. If you are not able to take up this place, then no refund will be offered.

- 1.2 Provisional bookings will be held for 7 days only pending receipt of the Registration Form and payment by cheque or card. If these are not received, then the provisional booking will be cancelled and the place offered to another student.

- 1.3 Cancelling or transferring a course will incur the following:

Change or cancellation of course after booking: £25 fee, plus additional charges below if change or cancellation is made within 14 days of the course date.

Courses cancelled or transferred up to 48 hours before the course date: 100% of fee

Courses cancelled or transferred up to 7 days before the course date: 75% of fee

Courses cancelled or transferred up to 14 days before the course date: 50% of fee.

In the event of a genuine reason for cancellation (proof of which may be required) a request for transfer to a later course will be considered at our discretion, but dates and venues cannot be guaranteed.

- 1.4 We rarely have to cancel a course, but if we do we will transfer you onto the next date that's convenient for you at no extra charge. We will always give you at least 48 hours notice of a cancellation (unless exceptional circumstances apply), and if no other date suits you we will issue you with a full refund of all monies paid.
- 1.5 The full fee is payable in advance to reserve your place. Your place will not be confirmed until cleared funds have been received as at 14 days before the course date. Deposits may be accepted for courses booked over 3 months in advance at the discretion of the Principal.
- 1.6 You are accepted onto a course on the understanding that you attend on the date and at the time specified in your confirmation email. Classes will commence promptly at the time stated, irrespective of whether all students are present, and are not delayed for late-comers. Tutors are not responsible for repeating notes or stages missed, and can refuse to admit you at their discretion.
- 1.7 Fees are not refundable if the course is interrupted or cancelled through circumstances beyond our control.
- 1.8 We make every effort to hold a course at the location stated. However, as we rely on external venues, we cannot guarantee the course will be held at the location stated. We, therefore, reserve the right to change the venue of the course after your booking has been made. If you are not able to attend at the alternative location, you will be offered the next available date at the location of your choice. No refund will be offered.

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2. Course Manuals and handouts

- 2.1 Courses manuals are available to be downloaded from the website. On receipt of your full payment you will be provided with a password to enable you to download the document. You are advised to read the manual before attending in order to obtain the most from your day.
- 2.2 Please bring your manual with you on the day as additional copies will not be available. Paper copies of the manual can be sent to you for an additional payment of £5.00 – if you wish to receive a paper copy please indicate this on your Registration Form and enclose the fee.
- 2.3 If you require replacement copies of the notes or handouts given to you on the day, these can be sent to you for a cost of £5.00.

3. Equipment, appearance, clothing and footwear

- 3.1 You will be advised on the Course Joining Instructions of the equipment, clothing and footwear which you should bring with you. These requirements are for the comfort, health and safety of you and your fellow students.
- 3.2 Your course tutor reserves the right to refuse to train any student who turns up for a course without the necessary equipment, or whose appearance or clothing which, for any reason whatsoever, are deemed unsuitable or inappropriate. Fees are not transferable or refundable in this instance.

4. Attendance and Diplomas

- 4.1 Paying for and/or attending a course does not guarantee the awarding of a diploma or certificate. Diplomas are gained by the successful fulfillment of the criteria set out by the course provider and its accrediting bodies, and the awarding of diplomas is at the discretion of the tutor. In the case of a dispute, the decision of the Principal is final.

5. Disciplinary

- 5.1 If any student behaves improperly on the tutor's premises, either before or during an assessment, or damages or removes any equipment belonging to the tutor, they will be asked to leave immediately and no refund of fees will be given.

6. General

- 6.1 The use of camcorders, mobile phone cameras and audio equipment during a class is not permitted.
- 6.2 All courses, fees and discounts are subject to change without prior notice.
- 6.3 Students unable to understand or speak English will not be permitted to attend courses without the assistance of a suitably qualified interpreter. The student is responsible for this expense.
- 6.4 Students with learning difficulties or disabilities of any kind must inform the Principal when making a booking. If students are not able to receive a treatment they must inform the Principal at the time of booking so that model may be available.
- 6.5 These conditions form the main part of the contract between OASIS-TIME and the Student.
- 6.6 Only the Principal shall be authorised to alter or waive any of the aforementioned terms and conditions.
- 6.7 These Terms & Conditions may be changed at any time, the most up to date version will be sent to you with your course joining instructions and these terms will apply even if you have previously been sent another version.