

# Course Booking Terms and Conditions and Cancellation Policy

Effective from 1st August 2021. Please note these 'Terms and Conditions' may be subject to change without notice.

## Booking

- Please contact us through our website, email [amanda@face2facebeautyacademy.co.uk](mailto:amanda@face2facebeautyacademy.co.uk) or call our booking line on 07548 877789 to make your booking.
- Before booking onto the course, please ensure you have read the course content to ensure the course will meet your training needs and that you are able to meet pre-requisites as required. By stating that you meet the prerequisites, you absolve Face2Face Beauty Academy of any issues regarding insurance after completing your course.
- If a course registration/booking form is completed by an individual other than the named candidate, it is the responsibility of the individual making the booking to ensure the candidate is suitable for the course and has the relevant experience.
- Upon receipt of your booking form, and subsequent payment your place will be confirmed by email.
- **Important note:** Face2Face Beauty Academy's acceptance of your booking brings into existence a legally binding contract between us on these terms and conditions. Any term sought to be imposed by you in any purchase order or correspondence will not form part of the contract.

## Invoicing and Payment

- A non-refundable booking fee is payable upon booking as advised by Face2Face Beauty Academy.
- Invoices will be sent via email to the name and email address provided and must be paid according to the stipulations on the invoice.
- Payment must be made in pounds Sterling by BACS or through Paypal (subject to 3.4% surcharge) unless other provisions are confirmed prior to booking.
- If any amount properly due to Face2Face Beauty Academy under or in connection with these terms and conditions remains outstanding beyond the due date Face2Face Beauty Academy may:
  - charge interest on the overdue amount at the rate of 8% per annum above the base rate of TSB Bank PLC from time to time (which interest will accrue daily until the date of actual payment, be compounded quarterly, and be payable on demand)
  - claim interest and statutory compensation pursuant to the Late Payment of Commercial Debts (Interest) Act 1998.

## Course Attendance and Certification

- Candidates will receive joining instructions via email to the email address provided.
- It is the responsibility of the individual completing the course registration/booking form to ensure joining instructions are received by the candidate. Instructions will be sent via email to the email address provided on the booking form. If the joining instructions are not received, it is the responsibility of the individual who completed the course booking to contact Face2Face Beauty Academy to arrange for them to be reissued.
- Failure to attend the course will result in the full cost being incurred.
- Face2Face Beauty Academy will send all correspondence primarily via email to the email address provided in the booking. If alternative details are received after the booking

form has been submitted, they will supersede the original details and all future correspondence will be sent to the new address.

- No certificate(s) shall be issued whilst there is an outstanding balance (including interest on overdue balances and statutory compensation) due to Face2Face Beauty Academy.

## **Cancellations and Amendments**

- All requests for cancellations and/or transfers must be received in writing or by email to [amanda@face2facebeautyacademy.co.uk](mailto:amanda@face2facebeautyacademy.co.uk)
- Changes will become effective on the date of written or email confirmation from Face2Face Beauty Academy being received.
- Note that if you receive the course materials, you acknowledge that you lose your right to cancel the purchase of the course and get any refund for it. Cancellations made 14 days or more prior to the course date will allow the deposit to be transferred to another date.
- In cancellations made less than 14 days prior to the course date, the full cost of the course is payable. Individual circumstances may mean that Face2Face Beauty Academy can transfer the deposit, though only at the discretion of Face2Face Beauty Academy whose decision is final.
- Delegates are only permitted to one course date transfer per booking. After this the full fee will be charged.
- In the event of cancellation of a course by Face2Face Beauty Academy, we will endeavour to inform all participants a week before the course is due to take place, although please be aware that this is not always possible. All course fees paid will be reimbursed in full, or the payment will be transferred in full to another date. Face2Face Beauty Academy shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.
- If you were unable to attend due to illness you must provide evidence in the form of a doctor's note. In this instance, the deposit can be transferred to a course presented on a different date.
- **\*\*Purchases made from REED.co.uk** Under this policy, you may cancel your purchase of the course within the period of 14 calendar days from the date on which the contract of purchase is concluded. This is called a "Cancellation Period". Note that if you redeem your voucher during the Cancellation Period, you expressly request us to begin providing the course materials and you acknowledge that you lose your right to cancel the purchase of the course and get any refund for it.

## **Force Majeure**

- Face2Face Beauty Academy shall not be liable to refund of fees or for any other penalty should courses be cancelled due to war, fire, strike lock-out, industrial action, tempest, accident, civil disturbance, or any other cause whatsoever beyond their control.

## **Entire Agreement**

- These terms and conditions, together with the current Face2Face Beauty Academy website prices, course details and Face2Face Beauty Academy contact details, set out the whole of our agreement relating to the supply of the course and associated materials and services to you by Face2Face Beauty Academy. These terms and conditions cannot be varied except in writing signed by the owner of Face2Face Beauty Academy. In particular, no terms and conditions incorporated within your purchase order and nothing said by any person on behalf of Face2Face Beauty Academy should be understood as a variation of these terms and conditions or as an authorised representation about the nature or quality of any goods or services offered for sale by Face2Face Beauty

Academy. Face2Face Beauty Academy shall have no liability for any such representation being untrue or misleading.