



## References

Within these terms and conditions there are various words which have specific meaning and reference to:

“we”, “our” and “us” all refer to FACE2FACE

“you” & “your” refers to the client

## Training Course Booking Procedure with Face2Face

Face2Face reserves the rights to decline or refuse admission to any or all of its training courses.

Whilst Face2Face have high pass rate, if on a rare occasion you do not pass the certification, you will need to return for further training, at reduced charge.

Face2Face reserves the right to cancel or change the planned training courses with reference to dates, locations, and course content.

Courses can be rescheduled up to 48hrs prior to the original date.

Any changes pursuant to clause 2.3 will be notified to you a minimum of 48 hours in advance of the planned time of the course, to a maximum of 3 times.

Irrespective of circumstances Face2Face accepts no liability for any loss of earnings or expenses or other cost incurred by you.

All pre-study must be completed in order for you to attend your course

Face2Face retains the right at all times to change any named tutor.

Prices may vary from time to time due to discretionary discounted offers.

## Payment

You may pay for your courses by the following methods:

BANK TRANSFER

CARD – VISA DEBIT OR MASTERCARD (please note there is a charge for using credit cards)

CASH (Bring I.D. and proof of address)

A Booking Fee £500.00 (part of the final payment) must be paid to secure your place on the course. A confirmation of your place will then be sent to you via email. Only when this is received is your place secured subject to clause 3.3 below.

Full and final payment must be made one (1) calendar month before the advertised started date of the course. Failure to do so may result in your course place being transferred to an alternative date and time at the discretion of Face2Face. Any such change will fall outside of the sections 2.3 and 2.3.1. Where such transfer of date is not possible you will be deemed to have forfeited your place and any deposit taken will be treated under section 3.4 as a non-refundable deposit.

Any Booking Fee payment made to secure a discounted or discretionary course price offer, will be non-refundable whereby you have received the discounted or discretionary price in relation to a specific course date or time.

Pursuant to section 3.3, the full balance must be paid 30 days prior to the commencement of the course date with which the discounted or discretionary course applies. The full balance must be paid by this date irrespective of changes made under section 2.3 and 2.3.1.

The only exception to clause 3.2 is:

Whereby you have signed a contract with FINANCE COMPANY to obtain finance in which case the full amount of the course is paid.

You have opted for a discounted course; whereby FULL payment must be paid upon booking or you will forfeit the discounted rate.

Payment of Deposit or Full payment for a course confirms acceptance of all terms and conditions.

## **Course cancellations, postponements & refunds**

### **Combined Online Course & Classroom Course**

By completing your registration for a course and making a payment of full or deposit payment, you agree to the following Terms and Conditions:

You have the right to cancel your booking at any time under the following terms:

Any course cancelled after registration – admin fee of 30% of the course price applies (which will not be refunded), remaining monies will be refunded. You need to request the course cancellation 15 working days before the course starting date.

You are not eligible for any refund if you made a request for course cancellation less than 15 working days before the course starting date.

The right to cancel does not apply once we have issued your login detail for online study platform before receiving your cancellation request to us.

Face2Face reserves the right to cancel a course if numbers of delegates have not reached the minimum required to run the course effectively. The company also reserves the right to cancel in the event of an unforeseen circumstance which disables a safe training environment. In the event of a cancellation, F2F will either arrange for an alternative course date.

All refund requests to be sent to (email) or posted to: Face2Face

### **Online Courses (Distance Learning)**

By completing your registration for a course and making a payment of full or deposit payment, you agree to the following Terms and Conditions:

Under this refund policy and under guidance of the Consumer Contracts Regulations 2013, you may cancel your purchase of the course within the period of 14 calendar days (cancellation period) from the date on which the contract of purchase is concluded. Please note that, the right to cancel does not apply once we have issued your login detail for online study platform before receiving your cancellation request to us.

If you choose to cancel within this period, you will receive a refund of the price less 25% admin fee within 30 days if you are eligible for a refund.

If we posted any study material to you, you should return them to us before the refund.

Please allow up to 2 working days to receive your online training details.

Once a course has been redeemed, we cannot grant a refund. All refund requests to be sent to-

[face2faceaesthetics@yahoo.com](mailto:face2faceaesthetics@yahoo.com)

Or posted to:

Face2Face Aesthetics and Training Academy, 8 – 10 Redford Street, Stone, Staffs, ST158DA

### **Discounted Courses**

All courses that are discounted or have a discretionary price reduction attached are non-refundable.

### **Course Postpone – Classroom Courses**

If you need to postpone your course, you need to make a request 15 working days before the course starting date at no additional cost. If you are not able to make a request for course postpone less than 15 working days before the course starting date, there may be additional cost incurred

### **Refund Procedure**

Any refund will take up to 30 days to process.

### **Covid19 Terms and Conditions**

Due to the current pandemic, we are following strict measures from UK Government and Public Health England to ensure the safety of all staff, students, models and clients at Face2Face. Therefore, if at any point models that have been booked in for you during your course unfortunately have to cancel due to any of the following: showing symptoms of Covid19, a family member is tested positive for Covid19, self-isolating, waiting for results from a Covid19 test, then we as a company cannot allow the appointment to go ahead.

We cannot be held responsible for cancellations that happen on the day or at least 48 hours prior to your course. Due to high numbers of cancellations, this could result in courses being cancelled and rescheduled as a last result to ensure the safety and competency of our students in that they have the required number of models to be certified.

We understand during this time we have had more cancellations than usual and cannot be held responsible due to unforeseeable circumstances that are out of our control and for following **Covid19 safety guidelines**.

Therefore, as we want to ensure your level of competency during your training at Face2Face, we are more than happy to offer you a free day at a later date to acquire additional models and secure your confidence in your chosen practice. We deeply appreciate your understanding during this difficult time.

Subject to pandemic and guidance by Public Health England

### **Change of date or time**

All requests to amend your course booking date or time must be made in writing to our

ADDRESS or EMAIL above.

All successful requests to change a date or time of a course booking will be limited to a maximum of two (2) occasions.

Face2Face cannot guarantee you a place on an alternative course date or time but will endeavour to find an alternative.

Should an alternative not be found Clause 4 (above) shall apply?

### **Data**

In confirming a training course with Face2Face, you agree to us using any data you submit in order to process your order.

Any subsequent use of your data will be agreed between us via another agreement

## **Models**

Face2Face will use its best endeavours to facilitate live models for all courses where appropriate. In the event that pre-booked models cancel and the tutor agrees the student has not seen the requisite number of models, Face2Face will use its best endeavours to offer a date to return to complete your practical with an agreed number of live models.

## **Complaints**

Any and all complaints will be dealt with as quickly as possible as per our complaints policy. All complaints must be sent, in writing to above address or email.

Complaints received in writing by us will be acknowledged to you and will be dealt with through our internal complaints policy.

Should you be unhappy with our complaints policy and procedure, you have the right to appeal and how to appeal. This is all noted in our complaints procedure which you can view on request.

## **Conduct Whilst on Face2Face Premises**

All students are to arrive to all courses with appropriate foot wear and suitable clinical clothing (scrubs, tunic etc.)

Hair must be kept up and tidy also nails must be kept at an appropriate length.

When working in a professional environment we expect all students to behave in a professional manner to both staff and Models.

## **Disability & Reasonable Adjustment Policy**

Face2Face have the above policy in place, which we are happy to discuss if you think it may be relevant to you.

A reasonable adjustment involves making a change to the way that we usually do things to ensure that we are fair to all of our clients. This may involve:

departing from our usual practice in the way we do things, if we find that the current position places that person at a substantial disadvantage, for instance by allowing more time than we usually would for someone to respond or provide information; or

Providing specialist equipment or additional support, such as a sign language interpreter for a meeting or event; or

Making sure our buildings do not present obstacles for disabled people, for instance by providing ground level access and provision for the required activity.

We will not make assumptions about whether a disabled person requires any adjustments or about what those adjustments should be. We will discuss the requirements with the person concerned and seek to reach agreement on what may be reasonable in the circumstances.

### **Food Allergies**

Face2Face would also like to know if you have any food allergies or intolerances to food or anything else which may affect your time with us. Please let us know in advance if you think this affects you.

