



## Terms & Conditions

South West Hair & Beauty Academy is hereinafter referred to as 'the company' and you as 'the student', 'students', 'you' or 'your'.

As a company we always aim to be fair and reasonable which is reflected within these terms and conditions. If you are in any doubt as to the meaning or implications of this agreement, please contact us via [swhaba@yahoo.com](mailto:swhaba@yahoo.com) and we will clarify these with you.

By booking on a training course and paying the booking fee, or full payment, you acknowledge that you have read and understood the terms and conditions herein.

- All courses require that you pay a booking fee when enrolling on to a course, or you may pay in full at the time of booking.
- Bookings for courses must be made more than 14 days in advance.
- Booking fees are non-refundable unless the company cancels the course.
- The full balance for a training course must be paid in full a minimum of 14 days prior to the start of the course. The company is unable to allow students to start a training course/s unless course fees have been paid in full.
- The company will not reserve a place on any training course until full payment is received for the course or the booking fee has been paid and confirmed by the company via email.
- Course fees are non-transferable.
- Once full payment of the course has been made (14 days prior to the course date), the student is provided access to their course material.
- The company will not accept cancellations or rescheduling requests by phone. If the student wishes to cancel or reschedule a training course, they must inform the company via email, or through the company's website contact form.
- Rather than cancel a training course, the student may wish to reschedule on another date. The company will allow only one rescheduling per course under the terms shown below.
- If the student wishes to reschedule a training course 14 days or more before the start date of the course, the rescheduled date will be mutually agreed. If no date can be reasonably agreed, the student will lose their booking fee.
- If the student wishes to reschedule a training course within 14 days or less, the rescheduled date will be mutually agreed. If no date can be reasonably agreed, the student will lose the full cost of the course.
- If the student cancels the training course 14 days or more before the start date of the course, the client will lose their booking fee paid.
- If the student cancels the training course within 14 days or less before the start date of the course, the student will be liable for the full cost of the course.
- If the course has been purchased as part of a promotional offer, or discounted for whatever reason, the course may not be cancelled except within 14 days of making the booking. If the course is within 14 days of booking and less than 14 days to training date, student will lose the full amount of course cost.
- Once a course has commenced through you activating your student portal, downloading a manual, and, or, the undertaking of a theory test relating to the course, you will no longer be able to cancel the course. You may reschedule your practical training date in accordance with our terms and conditions above.
- The company reserves the right to cancel, re-schedule or vary any course or part of a course for reasons beyond its control, including changes in regulations. If this were to happen and the student hasn't yet activated their course and is unable to meet the new schedule the company will refund money paid for the course. Should the company cancel a training course the company will not be liable for any costs incurred as a result, including loss of earnings or any other associated and, or consequential costs.

- If your course comprises a theoretical component, you must pass these tests before you undertake your practical training and assessment. If you do not pass your theory before your scheduled practical training date, you will be required to reschedule the practical. This rescheduling will be subject to our normal rescheduling terms and conditions.
- You must have completed your theoretical tests before attending your practical training. Failure to do so could result in the rescheduling of the course which would be subject to our terms and conditions above.
- Students must complete the theory test for each course and achieve a pass rate of 70%+.
- On the day of your practical training, on completion, you must demonstrate to your tutor that you have a good understanding on how to carry out this treatment on your own.
- If the tutor decides that you would benefit from additional practice or training, the company reserves the right to withhold the issuing of a certificate until a successful practical demonstration is undertaken. Students who are unsuccessful on the day of the practical training will be offered the opportunity to re-sit the practical assessment. The company will give students dates with the opportunity to retake this training once and re-assess their practical standards. If after re-sitting the practical assessment the student is still unable to demonstrate a satisfactory standard, they will not be issued a certificate and will have to re-take the course at a later date, if they so wish.
- Certain courses require the student to submit 3 case studies (examples of treatments they have carried out after the completion of their training course). This would comprise of a written account of the treatment with accompanying pictures to enable the tutor to assess the student's grasp of the training received.
- On successful completion of a course, students will be issued with an electronic version (.pdf) of their certificate which displays the student's name, course title, Training Academy details and date of completion.
- Students have the option to purchase printed certificates. These will incur an additional charge to the original course price. Once paid for these certificates are issued within 15 (fifteen) working days of successfully completing your course.
- The company reserves the right to decline any application for enrolment onto any training course.
- If there are any pre-requisites for a course, by booking on that course the client warrants that they fulfil all these pre-requisites. Refunds will not be given where the client has failed to meet the pre-requisites, or the client has falsely declared that they meet the pre-requisites.
- All courses include access to manuals and in some cases access to additional training material.
- Whilst the student is on the company premises or any other premises where the course is held, they are obliged to abide by Health and Safety rules. Where a student is disruptive to other delegates, breaches health and safety guidelines or endangers themselves or others, the company reserve the right to ask the client to leave the premises, or the company has the right to terminate the training course immediately.
- Some courses require students to practise treatments on each other. Alternatively, students may bring a model to practise on throughout their practical training.
- The student is to ensure that all models provided for training purposes are over the age of 16 (sixteen) years old, as younger models would invalidate insurance. Under such circumstances, the company would be obliged to terminate the course with no refund payable.
- The company does not accept responsibility or liability for loss or damage to student belongings, person, or those of models they may provide whilst the student is on the company's premises or any other site where the course is being conducted.
- The student is expected to wear appropriate clothing for training courses.
- The company is not liable or responsible for the information or terms and conditions held on any third-party website. Please note that any transactions (communications or otherwise) that occur between you and Professional Beauty Direct are not the responsibility of the company and cannot be construed as such.
- All courses and training information are subject to strict copyright in the UK and internationally. This includes, but is not limited to, online training modules, course manuals, module details, course syllabuses, video clips, certificates, downloads and all company logos and images, including those of South West hair and Beauty academy and Professional Beauty Direct. No information may be reproduced in any form or any means whether electronic, mechanical, and/or optical without the express prior written permission.
- Students who enrol on practical courses must also complete the Professional Standards for Therapists course before they can commence any of the practical courses. Students who wish to enrol on a course accept that course costs include an enrolment fee which is paid to the company this fee is £8 per course and included within the listed course cost, when enrolling on a diploma course this fee may be applied multiple times.
- The company strives to provide a world class standard of customer service. Any complaints regarding the content and delivery of the courses should be addressed to [swhaba@yahoo.com](mailto:swhaba@yahoo.com)  
All complaints will be investigated thoroughly.