



## **BOOKING TERMS AND CONDITIONS**

### **1. REFERENCES**

1.1 Within these terms and conditions there are various words which have specific meaning and reference to 'we', 'our' and 'us'. These all refer to Este Training Academy Limited. 'You' and 'your' refer to yourself, as the client.

### **2. TRAINING COURSES BOOKING PROCEDURE**

2.1 Este Training Academy reserves the right to decline or refuse admission to any or all its training courses with reference to dates, locations, and course content.

2.2 Este Training Academy reserves the right to cancel or change the planned training courses with reference to dates, locations, and course content.

2.3 Any changes pursuant to clause 2.2 will be notified as soon as possible but a minimum of 24 hours notice in advance of the planned date and time of the course. Changes made by Este Training Academy due to Force Majeure will lead to you being offered an alternative date. Covid 19 enforced changes by Government guideline or personal will lead to you being offered an alternative date.

2.4 Irrespective of circumstances, Este Training Academy accepts no liability for any loss of earnings, expenses or other costs incurred by you.

2.5 All pre-study material must be reviewed/completed prior to attending the training course.

2.6 Este Training Academy may work with trainers or education providers who contract directly with us to provide the given training services.

### **3. PAYMENT**

3.1 Payment should be made using one of the following methods: -

Bank transfer

Card payment

Cash – (please bring ID and proof of address)

3.2 A minimum deposit of 50% of the full value of the course must be paid to secure your place on the course unless otherwise agreed. A confirmation of your place will be sent to you via email. When this is received your place on the course is secured, subject to clause 3.3 below.

3.3 Full and final payment must be received 14 days before the start date of the course unless otherwise agreed in writing. Failure to do so may result in your course place being forfeited.

#### **4. CANCELLATION AND RESCHEDULING**

4.1 Rescheduling may result in an administration charge of £50.00 unless otherwise agreed.

Refunds are applicable as follows: -

- Refund of 50% of the deposit paid if more than 90 days' notice of the training date is given to cancel.
- Refund of 25% of the deposit paid if between 60-90 days' notice of the training date is given to cancel.
- Refund of 15% of the deposit if between 30-60 days' notice of the training date is given to cancel.
- Any refunds will be subject to a 10% administration fee in all circumstances.

Cancellations within 30 days of the training date will result in 100% of the course fees being payable.

#### **5. CHANGE OF DATE AND TIME**

5.1 All requests to amend your course booking to another date and time must be made directly in writing to Este Training Academy.

5.2 All requested amendments to course dates and times may incur an administration fee of £50.00 unless otherwise agreed in writing.

#### **6. DATA**

6.1 In enrolling on a training course with Este Training Academy you agree to Este Training Academy using personal data to process your order.

6.2 Any subsequent use of your data will be agreed between Este Training Academy and yourself via a separate agreement.

#### **7. CONDUCT WHILST ON ESTE TRAINING ACADEMY PREMISES**

7.1 All delegates should attend courses with the appropriate footwear and suitable clothing (tunics, or white top and black trousers etc).

7.2 Hair should be tied back, and nails should be at an appropriate length for reasons of health and safety.

7.3 When working in a professional environment delegates are expected to behave in a professional manner to both staff and models.

#### **8. DISABILITY AND REASONABLE ADJUSTMENT POLICY**

Este Training Academy has the above policy in place and is happy to discuss this if you feel it may be relevant to you.

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

- departing from our usual practice in the way we do things if we find that the current process places a person at a substantial disadvantage; for instance, allowing additional time to process and respond to questions and requests for information

- providing specialist equipment or additional support, such as a sign language interpreter for a meeting or an event
- making sure our buildings are accessible and do not present tripping hazards for delegates with mobility issues. For instance, providing ground floor access.

Note: We do not make assumptions as to whether a person will require a reasonable adjustment. If this is applicable to you, please discuss with Este Training Academy prior to commencing the course.

**9. FOOD ALLERGIES**

Este Training Academy request that you notify us of any food intolerances or allergies prior to attending a course.

**10. CONSENT**

10.1 Post training delegates are required to obtain relevant insurance coverage to perform the treatments for which they are receiving training. This is common in fields such as healthcare, beauty, and complimentary therapy, where professionals need liability insurance to protect themselves and their client. Este Training Academy cannot be held responsible for decisions made by third-party insurance providers regarding the provision of insurance, this is the delegates responsibility.

10.2 Delegates must confirm that the information they provide about their background, experience, and qualifications is truthful. This is important for ensuring that individuals attending the training have the necessary skills and expertise.

10.3 Delegates are encouraged to be aware of and comply with any restrictions or regulations governing the performance of these treatments in specific locations or under certain authorities and professional bodies.

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***I confirm that I have read, fully understand and in signing this contract agree to adhere to the terms and conditions therein.***

**FULL NAME:** -----

**SIGNATURE:** ----- **DATE:** -----

**PLEASE SIGN, DATE and RETURN VIA EMAIL TO: -**

**kevin@estetrainingacademy.com**

