



## Booking Terms and Conditions

### ***Booking a Course***

To secure a place on any of our training courses you are required to complete a booking form, sign a copy of these terms and conditions and pay the required deposit or full balance. Your place will only be secured once these are received.

Within seven days of booking a course we will send you a confirmation email, induction booklet and payment plan. These will provide you with all the information required prior to your training and the date by which your balance is due.

Please note that it is your responsibility to ensure payment is received on time.

### ***Payment Methods***

Courses can be paid for by cash, cheque or bank transfer.

### ***Deposits***

A deposit of £25 is required for all Taster Courses and £95 for all VTCT Qualification Courses. The deposit payment for all VTCT Courses is required at least two weeks prior to training. If we do not receive payment as requested we reserve the right to re-advertise your place.

### ***Balance Payments***

Balance payments for Taster Courses are required on the first day of training. Balance payments for VTCT Courses are to be paid according to the schedule provided.

### ***Privacy Policy***

For your security we do not store any financial details following payment. All personal information is filed and stored in line with the Data Protection Act and is never shared.

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### ***Booking Cancellation***

In accordance with the 'Distance Selling Regulation 2000' you are entitled to a seven day cooling off period which enables you to receive your full deposit should you need to cancel your booking.

Any cancellation must be notified within seven days of booking the course. If a booking is cancelled after the seven days, or we do not receive written confirmation, all deposits will be lost as fees are non-refundable and non-transferable.

### ***Withdrawal from a Commenced Course***

If you need to withdraw from a course for any reason once it has commenced you will not receive a refund. Every effort will be made to enable you to attend the next scheduled course, however this may be subject to additional costs.

## ***Cancellation or Amendment of Training***

In the unlikely event that we need to cancel a training course we will offer you a secured place on the following scheduled training or agree alternative dates.

Many of our courses are planned months in advance, and while we strive to offer training schedules, sometimes changes are necessary. Essential Solutions reserves the right to amend details of training within reason, including training times, venues and tutors.

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## ***What Does the Course Cost Include?***

Course costs include all necessary materials to ensure you receive excellent training. Unless otherwise stated, costs include: course literature, use of materials on site, tuition fees, use of towels, registration costs, assessment, marking and certification.

### ***VTCT Qualification Course Fees***

The fees include registration, tuition, assessment fee, portfolio marking, external examination and certification with VTCT. The fees do not include kit costs, equipment and products required outside of the training centre, travel and/or accommodation. Any resits will incur additional charges.

### ***Insurance***

It is your responsibility to check if your insurers will accept the pending qualification to your existing cover before booking the course. If this is your first qualification in therapies it is advisable to take out student cover from a reputable provider. Advice will be given at the commencement of the course.

### ***Certificates***

Certificates are awarded at the end of the programme, once a completed portfolio has been marked and passed by the tutor. Students must have demonstrated the level of competence required to achieve certification.

### ***Our Promise***

Any student who fails to meet the required standard after the completion of the course including assignments and case studies will be invited back to re-take the course at an additional cost.

### ***Health and Safety***

Participants are required to inform Essential Solutions of any medical conditions prior to booking the course. Some course therapies are physically demanding, therefore it is vital that your health and fitness is of an acceptable standard to perform these therapies. By agreeing to these terms and conditions you are stating that you are medically fit to perform and receive the therapy that you have chosen to learn.

If your tutor deems it a health and safety risk for you to continue on a programme, you will forfeit all course fees. If you are in doubt, please contact us prior to enrolling onto any programme.

**I have read, understood and accept the booking terms and conditions.**

**Candidate Signature** \_\_\_\_\_

**Print Name** \_\_\_\_\_