Training Courses Terms and Conditions

1. All our prices advertised are subject to change at any time. Any previously advertised prices either printed or found on the internet will cease to be valid. The price quoted at time of contact with us either by email, phone or personal visit is only available for a maximum of 7 days and must be in writing from ourselves.
2. All course bookings require a deposit to secure your place. Deposits are non-refundable.
3. Full payment for your course must be made no later than 14 days prior to the first day of your course. You run the risk of losing your place on the course or your deposit if this is not made.

 4. Cancellations are subject to the following:

 a. Cancellations after the booking has been made 20% of the total amount of the full cost of the course, or the agreed deposit amount, whichever is greater.

 b. Cancellations six weeks prior to your course start date will result in the loss of 50% of the full cost of the course.

 c. Cancellations less than 4 Weeks prior to the start of the course results in full loss of the course cost.

 d. For your security we will not accept cancellations by phone, text or social media. If you wish to cancel or postpone a training course you must indicate in writing or via email. Cancellations will only be accepted during our opening hours and not at evenings, weekends or Holidays.

 5. Your course can be moved once, so long as it is to an equivalent course subject and booked and taken within three months of the original course. However at the stage any outstanding monies must be paid. Further cancellation of the same course will result in losing all monies paid to date.

 6. You have 7 days from the date of your booking to return these forms, after which your place will be secured so long as all monies are paid on time. Your course confirmation and manuals or exams relevant to your course will be sent once final balance is paid.

 7. If you do not receive any expected emails, please contact us at your earliest convenience so that we can ensure all the correct details for you are on file, and try to resend anything you need with enough time prior to your course.

 8. Please ensure we have the correct spelling of your name for your certificate.

 9. Courses can be transferred into another person’s name for an administration charge of £50.

 10. You have unlimited support available post training. Some courses need plenty of practice after your course to perfect and refine your skills.

 11. With our private courses you should complete at least 3 full case studies after your training.

 12. Please advise the company of any Disabilities or Additional Learning Requirements you may have prior to your course. This is to allow us to assist you in your chosen subject.

 13. We reserve the right to cancel, re-schedule or vary any course or part of a course due to insufficient numbers, reasons beyond control or changes in regulations.

 14. Where Allure Ayr Training Academy cancels a training course, we will not be held liable

 for transportation, accommodation, loss of earnings or any other associated costs.

 15. On occasion we may reduce course prices last minute to build up numbers instead of cancelling the course. On these occasions you will not be eligible for these special offer prices. Similarly if you have paid an early bird booking price, we would not charge you more if we sell the other places at full price. From time to time we run special promotional offers. These are only valid for customers at that time and are time and quantity limited and cannot be backdated.

 16. Whilst students are on the premises they are obliged to abide by all Health and Safety policies that are in place. Where a student is disruptive to other students, breaches health and safety guidelines or appears to be under the influence of drugs or alcohol or endangers themselves or others, we reserve the right to ask that candidate to leave the premises. Candidates that are asked to leave the course for the above reasons will not be entitled to a refund.

 17. Allure Ayr Training Academy does not accept responsibility or any liability for student’s belongings whilst they are on site. This includes personal equipment and vehicles which are brought onto the premises entirely at the owner’s risk.

 18. Tutors reserve the right to ask students to complete a written, oral exam and/or case studies. This is at their discretion and to keep standards high. If students would like refresher sessions or one to one additional training this will be charged at £50 per hour with a minimum of a two hour booking required.

 19. Certificates can be replaced. There is a fee of £25 per certificate to cover the cost of reprinting, postage and searching the student database for the information. Payment is made at the time of ordering your certificate. Certificates will say ‘Duplicate’ on them.

 20. As part of our service to provide excellent customer service we operate an equal opportunities policy. Students will not experience discrimination on any counts. Allure Ayr Training Academy will not tolerate abuse Physical or verbal to any trainer at any time. Nor will we tolerate any sexism, ageism, racism or any type of discrimination of any type. Bearing this in mind, students need to be aware that both males and females book on these courses and we will pair you up accordingly to practice on.

 21. All our training kits are protected by manufacturer’s warranties and comply under the CPA Act

 22. Allure Ayr Training Academy operates a non-smoking policy.

 23. Mobile phones must be switched off in the training rooms at all times.

 24. Children are not allowed at the training venues.

 25. We comply with the Data Protection Act 1998. Full information regarding how we use your data will be provided upon request.

 26 . Complaints in the first instance should be made to the tutor, lecturer or person in charge. If you are unhappy with the outcome then it will be taken up as per the company complaints procedure for students, which is available upon request. Awarding bodies will not accept complaints directly unless you have followed this process.

 27. Attendance by a student onto a training course, even with a formal qualification certificate on completion, does not provide any guarantee of workmanship, performance, quality or status of the student during future endeavours.

 28. All intellectual property rights remain the property of Allure Ayr Training Academy and any copies made of our CMBTA course materials, booklets or training aids will be an infringement of copyright unless agreed in writing by Allure Ayr Training Academy.

(print name)

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_here by agree with the T&C’s listed above

(Address)

(Course Name & Date)

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