



Booking Terms & Conditions

1. Booking your training course

Devon & Cornwall Aesthetics Academy reserves the right to decline admission to any of its training courses. Details of our course dates and prices are listed on our website and various social media platforms. Please note we reserve the right to cancel or change planned training courses in terms of dates and venues. Upon enquiry for a course booking you will be asked for an email address, all further correspondences will be made via email.

2. How to pay for your training course

Once a booking request has been received an invoice will be generated and sent to you along with these terms and conditions. Our preferred method of payment is via BACS, details of the account payable will be listed on your invoice. Payments via credit card can be facilitated upon request.

- A) Bookings made with more than 28 days notice of the chosen course date will be required to pay a 50% deposit at the time of booking to secure your place. Your booking will not be confirmed until the full deposit amount has been paid. You will receive a confirmation message within 48 hours of the deposit payment. The remainder of the balance is due 28 days prior to your course date. It is the delegate's responsibility to ensure that the balance is paid in full. Failure to do so will result in your course place being cancelled, re-listed for sale, and any payment already made may be forfeited in line with our cancellation procedure. When full payment has been made you will receive a confirmation message from us within 48 hours.

B) Bookings made with less than 28 days notice will require payment in full at the time of booking. When full payment has been made you will receive a confirmation message from us within 48 hours.

3. Cancellations made by Devon & Cornwall Aesthetics Academy

Devon & Cornwall Aesthetics Academy reserve the right to cancel or change planned training courses in terms of dates and venues. You will be notified at least 24 hours in advance of any changes and a full refund given in the event of cancellation, or should you be unable to attend due to any changes that we have made. However, we are not responsible for any costs incurred for travel, accommodation or any other associated costs.

4. Cancellations made by delegates

Our training events require a great deal of preparation and planning so, therefore, we have a strict cancellation policy. All our training events are non-refundable within 14 days of the course start date. If more than 14 days notice of cancellation is given you will receive a 50% refund.

If a delegate fails to turn up on the day, no refund or a transfer to another course date will be made. Delegates may want to arrange insurance to provide indemnity against possible cancellation. Devon & Cornwall Aesthetics Academy do not provide any cancellation insurance. We cannot recommend an insurance provider, nor can we accept any liability for any insurance policy you choose to buy.

5. Amending your training course booking

If you are unable to attend a course on the date chosen in your booking amendments will be offered up to 21 days prior to your course date. Should you wish to amend your booking by changing your course date, the following terms and conditions apply:

All requests to change a course date must be made in writing to admin@devonandcornwallaesthetics.co.uk and will incur a £25.00 administration charge.

Devon & Cornwall Aesthetics Academy cannot guarantee you a place on your chosen alternative course date. If a place cannot be provided on your preferred date, you will be offered a refund in line with our cancellation policy.

Amendments cannot be made within 21 days of your course date. If you are unable to attend within 21 days prior to your course date you will be offered a refund in line with our cancellation policy.

6. You can contact us in the following ways:

Telephone: 07951885968

Post: Devon & Cornwall Aesthetics Academy, 14 High Street, Exmouth, Devon, EX8 1NP.

Email: admin@devonandcornwallaesthetics.co.uk

7. Data Protection

In booking a training course with Devon & Cornwall Aesthetics Academy, you agree to us using any data you submit in order to process your order and for future marketing purposes by Devon & Cornwall Aesthetics Academy

Your details will not be transferred to any third party without your written consent.

8. Complaints

Devon & Cornwall Aesthetics Academy firmly believe in turning negatives into positives. We take any negative complaints, respond to them, record them and evaluate them. All of these actions are to provide a better experience to all our delegates.

Complaints about any aspect of Devon & Cornwall Aesthetics Academy should be made in writing to: Devon & Cornwall Aesthetics Academy, 14 High Street, Exmouth, EX8 1NP, or by email:

admin@devonandcornwallaesthetics.co.uk

Complaints will be acknowledged within one week of receipt.

