

Your enrolment with Train with Pride and VTCT form the agreement for the completion of your chosen course. Fees must be paid in full unless otherwise agreed by the director, if you have an agreed payment plan this must be adhered to or training will cease. These terms and conditions apply to your booking a course place and any other matters arising from that application. They aim to outline our obligation to you and your obligation to us. Course dates and assessments may also be subject to change.

Processing of applications:

Application will be subjected to a meeting with our training managers who will agree the terms of your training schedule, the schedules will be worked to suit your personal circumstance as much as possible. Please note that all application will only be considered if you have a industry work placement or employment in the hairdressing or barring industry.

Models

It is a responsibility of all students attending all courses to provide models to practice on if requested or specific criteria is needed. TWP will support you as much as possible to find clients and will advertise and book client when and where possible. PLEASE NOTE that due to Covid 19 restrictions we will no longer be able to offer a walk in service for models. Whilst every care is taken when delivering courses to prevent any issues when students are practising treatments however, you must be aware that this is training and that you must make your models aware of this fact. TWP are fully insured as a accredited trading provider and our educators are fully covered under this insurance. You will not be covered by our insurance when working on your own models outside of TWP.

Transfer Policy

- a) A booking may be transferred for the same course subject to availability, free of charge if four or more weeks notice is given.
- b) If less than 4 weeks notice is given, you will incur an administration charge of £60.00.

Cancellations Policy

- a) Cancellations made within 14 days of the course start date, and non-attendance, incur 100% of fees returned. If medical certification can be provided, the course will be transferred to a new date. Any subsequent course cancellation will incur a forfeit of all fees paid. TWP LTD is under no obligation to offer a refund of any fees paid.
- b) Cancellations with over 14 days notice may be made at a directors discretion.
- c) Refunds will not be applicable if any of the online training material has been accessed and downloaded, or any assessments have been completed.

d] If TWP has to cancel or reschedule a course due to unforeseen circumstances new dates will be made available as soon as possible. TWP can at no time be responsible for individuals loss of earnings or travel expenses due to rescheduling.

Patch Tests - Students are responsible for booking patch tests in good time for courses. We can offer postal tests but cannot be held responsible for royal mail delivery.

Transfer of Fees

If monies are transferred for an alternative date, they will be held for up to three months, after this time if no alternative date has been agreed any unused fees will be forfeited.

Certification Certificates are issued in the name stated on the booking/ application form. NVQ Certificates will be sent to the school from VTCT once the qualification has been claimed. You will be notified of this via email so that collection can be arranged. Certificates will not be sent if any fees are outstanding. Reissuing lost certificates £25.

Changes to Personal Details

It is your responsibility to ensure that personal details held by TWP LTD are correct and to notify us of any changes e.g. name, address. Written notification of changes in personal details must be sent. TWP LTD will not be liable for any errors due to incorrect personal information.

Individual Needs

If you feel you need additional support with particular learning needs e.g. physical disability, hearing impairment or literacy skills, please could you inform us of your individual needs when booking. We will contact you to discuss your requirements.

Kits

TWP will give a personal kit list at the start of your course , you will be expected to have this kit in full on your first day as we do not have excess kit to share.

We will not expect you to bring electrical items e.g hairdryers etc with you however we will expect you to have your own clippers as these will be personal to you.