

# ORCHARD MAKEUP COURSES TERMS & CONDITIONS

## Fees, enrolment & refunds

1. All courses must be booked in advanced with a deposit of 25%. This is required for individual courses to secure a reservation. If booking 2 or more courses then it will be 25% for each course booked. This fee is non-refundable and non-transferable.
2. All outstanding balance/fees MUST be settled prior to commencing the course and within 6 weeks from the first payment date. Any payments by debit/credit card made on the day of the course will incur an administration charge. Please note we do not accept cheque as form of payment for the remaining balance on the day of the course. If students do not attend the course due to a personal illness or medical reason, the academy must be informed of this as early as possible, followed by a copy of a medical professional letter any other reasons/ self certification will not be acceptable and the learner will lose the full payment for the course not attended.
3. Paying for and/or attending a course fully does not guarantee a qualification, diploma or certificate of achievement. Certificates are gained by the successful fulfilment of the criteria set out by the academy.
4. All students must act and behave appropriately and not undertake any act that would bring dishonour to the Academy, as this could result in the candidate/student to be dismissed.
5. Students are required to attend on the first day of their course at the time stated on their written confirmation. Failure to attend the first day of your course, will preclude you from attending any further part of that course and you will not be entitled to a refund of any fees paid or offered an alternative start date or course.
6. For all courses, you must have a minimum of 80% attendance. Failure to meet this requirement will result in the student not receiving their certificate.
7. All students are responsible for their own clients/ models to work on and demonstrate the practical skills during the course if required. The academy will try but cannot guarantee to arrange for models. Please call the office and enquire further for hiring a model for the practical aspects of the course.
8. Classes will commence promptly at the published times, irrespective of whether all students are present. Classes will not be delayed to wait for latecomers, and teachers are not responsible for repeating work missed. Class hours can be varied at the discretion of the Academy.

9. Orchard makeup courses reserves the right to change the course contents, materials, tutors, training dates/days, venue and course requirements at any time without prior notice.

## Hours, attendance and achievement

10. Orchard Academy has no control over the ingredients of the refreshments available and takes no responsibility for clients suffering any allergic reactions.
11. Mobile phones must be switched off in the training rooms at all times. It is your responsibility to ensure models visiting for practical session input also adhere to this condition.
12. Orchard makeup Academy reserves the right to decline applicants for valid reasons.
13. As part of our service to provide excellent customer service we operate an equal opportunities policy.
14. As part of our commitment to providing excellent customer service your opinions and feedback is valued greatly and we appreciate it at all times. Please feel free to forward your comments and compliments to help us make the academy an enjoyable, educational experience for you.
15. Students failing to complete their assessments, variations, ranges etc. during the term of their course will be charged by the hour for any further teaching/supervision/assessing. These sessions will be at the convenience of the Academy.
16. All student and client information is stored in confidential storage securely.
17. Students who do not meet the required standards in order to successfully complete the criteria shall be invited back to join the next set class date of the same subject with NO extra cost as long as it's within 6 months of the original booking. After 6 months students who wish to gain further practical will have to secure a fresh booking.
18. Any students failing to comply with the Terms & Conditions or has poor attendance or has insufficient communication with academy will incur the disciplinary procedure which may result in withdrawal from any courses with no refund or exchange options.