

Terms and Conditions of Booking

When booking a course with Yves Holistic Training, you agree with our terms and conditions as laid out on this page. If you have any questions or queries at this stage please do not hesitate to call or e mail us.

We adhere and comply with the Distance Selling Regulations, which state that cancellations must be made in writing to Yves Holistic Training within **14 days** of the day from booking.

The **14 days** cooling off period required under the DSR - Distant Selling Regulations, this states, failure to inform us within **14 days** of booking your course, all deposits and monies paid will be non-refundable and non-transferrable.

All deposits paid on booking are not refundable or transferable without **14 days** written notice, from the date the course was booked.

For instance

If you booked your course on the 1st February ,we would have to be notified in the first **14 days** after booking,(this includes the weekends) if you then wish to cancel or transfer you would have to do this by 14th February, unless the last day falls on a bank holiday which means an extra day would be accepted.

Please note all cancellations must be made in writing to Yves Holistic Training by email. We are unable to receive cancellation notification from Pay Pal. Strictly no refunds or transfers after the 14 day cooling off period.

Course Cancellation by Yves Holistic Training

In the event a course has to be cancelled by us. The student will be transferred to the next available course, or given an alternative date. This is rare but as there are more dates available to transfer you to, this legally means the contract we have with you the student can still be fulfilled, as the course is still being offered on other dates. Courses will go ahead with 2 or more students, courses may on occasion have to be cancelled due to low attendance of students, this is beyond our control and you will be offered the next available date.

If you choose **not** to take another date you are entitled to a refund under the Trading Standards Distance Selling Regulations of your deposit paid, however please be aware there is an admin fee of £5 for courses under £150 and £10 for courses over £150, applied to any refunds. Any balance payment you have paid for your course will be refunded in full.

To avoid any admin charges, if choosing not to be transferred we also allow students to transfer their payment to a different course completely if preferred. **Please note** if

transferring to a different course, the course will need to be taken within 6 months from the date the course was cancelled.

Please note we are not responsible for any travel, work, or childcare costs made by students when a course is cancelled by us. We are unable to reimburse any students for any outlays lost when a course is cancelled. We will endeavour to give the student 7 days' notice when cancelling any course, unless the course is cancelled due to extreme weather conditions or Tutor illness.

If you are unable to attend a course due to travel arrangements, work commitments etc.

Please be aware that we are not responsible for things outside of our control, such as cancellation of public transport, students work commitments or personal issues etc. No refunds will be given, if you are unable to attend the course on the day.

If you are running late for your course, you must inform your tutor immediately. If you arrive more than 30 minutes late, you will not be permitted to join the course and all monies paid are lost. This causes severe disruption to the rest of the class.

By ticking our terms and conditions box when booking a course with us, you fully agree to our full terms and conditions outlined on this page of our web site.

Course Fees

All course fees are to be paid in full 21 days before your course is due to start, or immediately if booked within the 21 days before the course start date. Payment is made via bank transfer or Pay Pal.

You will be sent a reminder for payment before the 21 days. If you fail to pay the balance for your course within this time, we will assume that you no longer wish to take your place on the course; your place will be added back onto the Yves Holistic Training website, and your deposit will become non-refundable or non-transferable.

Medical conditions/Contraindications

Your safety is very important to us, to keep students safe whilst attending a course; we need to know immediately of any medical conditions or contraindications that will prevent you being treated whilst on the course. You will be given health waiver to sign on the day of the course, you will be required to state that you are fit and healthy and able to receive treatment.

However due to the nature of our industry and students treating each other on courses, we need to know in advance if anyone cannot be treated on the day and of any medical condition that may be present. We can then arrange models for other students to work on.

**Please also be aware that all classes are mixed, we do not run women only courses.
Please inform us as soon as possible if you have any concerns regarding this.**

Incorrect qualifications

Please check that you have the correct qualifications when booking onto any of our advanced courses.

Advanced courses require that you have a minimum of a level 3 qualification in full body massage and anatomy and physiology or equivalent, to attend. This is a minimum of 150 hours attended, usually ITEC, VTCT or NVQ.

If booking an advanced course please send your qualifications to your tutor immediately, failure to inform us from 14 days of booking your course will result in the deposit becoming non-refundable or non-transferable.

Refunds and charges

If a refund is required due to the student booking too many places on the website, or over payment etc, through a third party such as Pay Pal, a £15 admin fee will be charged on courses under £150 and a £25 admin fee for courses over £150.

Online courses

For students completing online courses, you will have access to the course material for 1 year from date of purchase, after this time access will be denied and if the course is left incomplete the student will have to re purchase the full course.

The online anatomy course comes with a one years access and the student must have sat the final anatomy exam within 18 months of purchasing the course. The student is also responsible for paying the exam fee, within the time frame given to be able to sit the final exam, failure to do so will result in the student being withdrawn from the exam.

If the course remains incomplete after the 1 year expiry, the student will have to rebook and pay for the full course again.

