



Terms & Conditions

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Definitions

- 'Organisation' and 'We'/'Us' shall mean Jilly's Training/LaStone Therapy.
- 'Course' shall mean any program of training arranged by the Organisation.
- 'Learner' and 'You'/'Your' shall mean any person accepted on a course.
- 'Enrolment' shall mean any submitted application by the learner to the course.
- 'Fee' shall mean the consideration payable for any course including VAT charged at the prevailing rate when applicable.

Enrolment

Enrolment for a course will only be accepted as follows;

- Proof of pre-requisite requirements i.e. certificates and/or current insurance policy; in line with the entry requirements of the course.
- Receipt of 50% non refundable deposit to secure your space on the course.
- The Learner will be deemed registered and accepted once the deposit is made and entry requirements are satisfied.
- Once enrolment/registration is accepted, access to the online learning resource will be sent via email to the Learner.
- Jilly's Training/LaStone Therapy reserves the right to refuse any enrolment without supplying a reason.

Cancellation by the Organisation

- Should we find it necessary to cancel or postpone any course you, the Learner, will be offered an alternative course/date or a refund of any payments made.
- We reserve the right to provide an alternative venue to that which is published.

Cancellation by the Learner

- Cancellation will only be accepted if made in writing and received within 14 days after the booking of a course.
- If the course start date falls outside of these 14 days, the full cost of the course will be charged.

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- Any payment will be refunded in full if the Learner cancels the course within 14 days of booking.
 - You acknowledge and understand that your rights to cancel are lost (even where courses are booked during the cancellation period) where digital materials/files have been supplied.
 - You acknowledge and understand that course digital material/files can/will be provided during the cancellation period, unless otherwise requested by you in writing.
 - The full cost of the course must be paid in full prior to the course commencement date regardless of attendance.

Terms of Payment

- The fee must be paid prior to the commencement of the programme unless agreed otherwise.
- Where the condition above is not met, the Organisation may charge an administration fee of 10%
- 50% of the payment must be paid for at the time of booking. Refunds will not be given, however, it may be possible to transfer the booking to a later date at our discretion.
- Payment can be made by:
 - Cash
 - Credit or debit card
 - BACS – Account details will be provided.

Non Payment

- In the event that course fees are not paid within the agreed schedule,
 - We will offer a payment plan, we aim to make our training accessible to as many people as possible.
 - We will be as flexible with payments as possible, however we take non-payment extremely seriously and are ready to pursue a range of legal enforcement options to recover any debt owed.

Consequential loss

- We do not accept responsibility for any claims for consequential loss suffered by the Learner following the cancellation or postponement of a course.
- The liability of the organisation for the cancellation or postponement of any programme shall be limited to the course fee.
- If the Learner loses/requires an additional certificate there will be an administration and certification fee payable to LaStone Therapy.

Copyright

The Organisation reserves rights on all course notes and material provided for the Learner, and no part of any course notes or material may be reproduced or transmitted in any form or by any means electronic mechanical photocopying recording or otherwise stored in any retrieval system of any nature without the written permission of the Organisation.

Complaints Procedure

- In the first instance, verbally express your concern directly with the course tutor.
- In the event you are dissatisfied with the outcome, follow with a written complaint by email to your course tutor. Email jill@jillystherapy.co.uk
- We will investigate the complaint immediately and you will be given a full and prompt reply.
- If you are unhappy with the result of your complaint, then you can email the owner of LaStone Therapy; lesley@lastone-therapy.com

Confidentiality and Records

- The student's information is treated as confidential by the tutor and may only be disclosed with the student's specific consent or - if there is clear evidence of probable serious danger - to the student or others.
- We keep records in a confidential and appropriate way, and in accordance with the GDPR / Data protection act 2018.

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- The Learners details will be shared with the course creator and certification company; LaStone Therapy.
 - Your details will be added to the LaStone Therapy database in order to access and complete the online digital learning resources.
 - Your details will be shared with the Association of Reflexologists who may wish to contact students for feedback purposes.

Treatment and Practical Sessions

- As the course relies on practising on each other, if you have a medical condition, religious or other reason which prevents or restricts you from being massaged/ receiving a treatment you may be required to bring a model with you. This model may be used by you or others for the duration of the course, this is dependent on the numbers on the course.
- We deem this fair to ensure everyone on the course has someone to practise on. If the Learner arrives on the day without a model, they may not be able to take part in the practical sessions. If the Learner has any medical condition, please inform the Tutor/Organisation before or during booking. If you are unsure then call us to discuss suitability. All given information will remain strictly confidential.
- If you have a condition that requires medical permission or approval before attending the course, please email or post the medical permission no later than 1-week of the course start date.
- **Pregnancy**; if you are pregnant, you will not be permitted to receive a massage under any conditions, regardless of the trimester or permission, to ensure your health and safety at all times.
- **Pairing**; students will be paired randomly during practical sessions throughout the course. You will be expected to perform the treatment as well as receive a treatment, working with both male and female colleagues during the course, unless previously arranged with the tutor in writing.
- Where there is an odd number of students in a class, students should be prepared to work as a group of three. We will try to ensure that the pairing is rotated, so as to make it fair for all those attending.

Acceptance of Terms

No variation can be made to these terms without our written consent.

These terms are deemed to be accepted by the Learner on completion of enrolment, attendance, compliance with the course, Health & Safety and any other rules & requirements.