

FACE FORWARD ACADEMY

Terms and Conditions

1. About these terms and your booking

These terms apply to training courses, Train & Stay packages and treatment model appointments supplied by Face Forward Academy ("we", "us"). Our booking confirmation identifies the course or appointment, date, venue, price, deposit, balance deadline and any course specific requirements. If a particular booking has a separate written term, we will make it clear before you pay.

Contact us at hello@faceforwardacademy.com. Please send cancellations, transfer requests and complaints to that address, quoting your name and booking details. A contract is formed when we confirm that we have accepted your booking; taking a payment alone does not oblige us to accept an unavailable booking. If we decline it, we refund what you paid.

Please check your confirmation promptly. Prices and inclusions are those agreed when you book; a later promotion does not change an existing booking. We will tell you about an obvious pricing error before proceeding, and you may choose whether to book at the corrected price.

2. Payment and eligibility

Payment or the advertised deposit is due to secure a place. Unless your confirmation says otherwise, the remaining course balance is due **seven calendar days before the first training day**. For Train & Stay, the deposit and accommodation component will be shown separately in the confirmation; additional nights and extras must be agreed and paid for separately. Clearpay or another third party payment option is subject to that provider's terms and approval. Your statutory rights against us still apply.

You must meet the stated minimum age, prerequisites and any insurer or accreditor conditions for the particular course. Tell us before booking if you are unsure. You are responsible for checking your own insurer's requirements and any legal requirements before treating paying clients; completion of a course does not itself guarantee insurance, a licence, prescribing rights or an ability to practise independently. Please disclose access needs in good time so we can discuss reasonable adjustments.

3. Your right to cancel shortly after booking

If you book a course remotely or away from our premises as a consumer, you will normally have **14 calendar days from the day after the contract is made** to cancel under the Consumer Contracts Regulations 2013. Tell us clearly by email; no particular form is required. We will refund sums due within 14 days of receiving your cancellation, by the original payment method unless you agree otherwise.

If you expressly ask us to begin supplying a service during that period, you may have to pay a proportionate amount for the service supplied before you cancel, provided we gave the required information and obtained the required request. The right can end once the service has been fully performed with your prior express consent and acknowledgement. Separately supplied digital content may have different rules and requires the relevant express consent and acknowledgement. We will explain any applicable exception at booking; we will not assume that simply labelling a deposit or hotel "non-refundable" removes a statutory right.

4. Course cancellation, changes and deposits after any statutory period

If you need to cancel or request a different course or date, email us **at least seven full calendar days before the course starts** (for example, by 10 am Monday for a course starting at 10 am the following Monday). Transfers are subject to availability and our written agreement. If we agree to a transfer, we will confirm any difference in price and genuinely unrecoverable costs before making the change. A change of learner needs our written consent and may involve reasonable extra costs.

Deposits reserve a limited place and are **non-refundable to the extent that retaining them fairly reflects our actual loss and reasonable costs**. The same test applies to cancellation charges, including a cancellation within seven days, late arrival or non-attendance. We will take reasonable steps to fill the place and credit any costs we save or recover. We will not keep a full course fee automatically if our loss is lower, nor charge twice for the same cost. If a cancellation leaves

a balance owing, we will explain the calculation before requesting payment.

Reasonable costs may include **printed or personalised manuals already produced or posted and postage paid; non-reusable course kits or products purchased specifically for your place; non-refundable external accreditation or registration fees already incurred; model, tutor or venue commitments we cannot cancel; payment processing charges that the provider does not return; and the net value of a reserved place we cannot reasonably refill.** We will use actual, evidenced costs and deduct any resale, supplier refund or avoided expense. General overheads or a fixed administrative penalty will not be added merely because you cancelled. Materials already supplied may be kept only where lawfully chargeable; we may ask for reusable materials to be returned at our expense.

5. Train & Stay accommodation

Your confirmation will state the hotel, nights and the **hotel element** of the package. Once booked with the hotel, that element is non-refundable on a customer cancellation **to the extent we cannot obtain a refund or credit from the hotel or reasonably reallocate the room**, subject to any applicable statutory rights. We will provide the amount and basis on request. A course transfer does not automatically move the hotel reservation; any hotel amendment or new room cost will be agreed with you first. The hotel may apply its own check-in, identification, occupancy and conduct rules, which we will provide or link before booking. Travel, meals and incidental hotel charges are included only if expressly listed in the confirmation.

6. If we change or cancel a course

We may make minor updates to meet safety, legal or accreditation requirements without materially reducing the course. If we cannot provide the booked course or make a material change to its date, location or content, we will offer a suitable alternative or a refund of the affected training fees if you decline it. For Train & Stay, we will also refund the hotel element if we cancel the package or cannot provide the promised accommodation, unless you accept an agreed alternative. We will not impose a transfer as your only remedy. Your legal rights to remedies for a service not provided with reasonable care and skill remain intact.

7. Attendance, assessment and certificates

Attend on time and complete the required theory, practical work, assessments or case studies stated for your course. A certificate is issued only when the published completion criteria and required safety standards are met. We may decide not to certify a learner who has not demonstrated the required knowledge, practical competence, attendance, assessments or safe conduct. We will explain the unmet criteria and any reasonable opportunity to reassess or complete outstanding work. **Where we have supplied the booked training with reasonable care and skill, a decision not to certify because the learner has not met those criteria does not entitle the learner to a refund.** This does not affect any statutory remedy if our service was faulty or not provided as agreed. Please follow hygiene, sharps, consent, safeguarding and tutor instructions. We may stop unsafe, abusive or disruptive conduct; any refund or charge will be assessed fairly in light of what was supplied and our actual loss. Do not photograph or share other learners, tutors or models without their consent.

Where models are provided by us, we will make reasonable efforts to arrange them, but suitability and availability can change. If a practical component cannot be completed because of a model issue on our side, we will arrange a reasonable completion opportunity or appropriate remedy. Where your confirmation says that you must bring a model, please ensure they meet the notified requirements and tell us promptly if they cannot attend.

8. Treatment model appointments

Model slots are **payable in advance**. You must be at least 18 for injectable treatment models and meet the relevant treatment's suitability and consent requirements. A model appointment is part of supervised training: a qualified tutor oversees the learner, and the treatment may take longer than a standard appointment. A consultation may establish that the treatment is unsuitable; no treatment will proceed without valid informed consent.

If you do not attend or cancel your model slot, the payment is **non-refundable to the extent of our reasonable loss**, including allocated product, clinical staffing and a slot we cannot reasonably refill, subject to statutory rights. Tell us as soon as possible if you cannot attend so we can try to rebook the slot and reduce any charge. If we cancel or determine before treatment that we cannot safely provide the booked service, we will offer a new slot or refund the unprovided treatment. If suitability is determined at consultation, we will explain any genuine consultation or preparation costs before

a deduction; we will not charge for treatment not supplied without a fair basis.

9. Personal information and course materials

We use booking and contact details to administer training, payments, certificates and model appointments, and may share necessary details with tutors, hotel providers, accreditation bodies or payment providers. Health and suitability information is used only where needed for safe treatment or training, in accordance with our privacy notice and applicable data protection law. Marketing messages are handled separately in line with your choices.

Course manuals and teaching materials remain ours or our licensors' intellectual property. You may use your supplied copy for your own learning and practice, but may not reproduce, distribute or resell it or use it to teach a competing course without written permission.

10. Problems, liability and governing law

Email **hello@faceforwardacademy.com** promptly if something is wrong so we can investigate and offer an appropriate remedy. We provide services with reasonable care and skill. Nothing in these terms limits liability for death or personal injury caused by negligence, fraud, or any legal right that cannot lawfully be excluded. We are responsible for foreseeable loss caused by our breach, subject to applicable law. These terms are governed by the law of England and Wales; any mandatory consumer right to bring proceedings elsewhere in the UK remains unaffected.

Before publication

Please insert the full legal name and postal business address of the sole trader in the booking confirmation and on the website, and ensure the booking journey displays the separate Train & Stay hotel price, course prerequisites, privacy notice and any required cooling-off information before payment. Have a UK consumer solicitor review the final terms against the actual hotel contract and booking process.