

TERMS & CONDITIONS OF BOOKING & ATTENDING A NASMAH SHORT COURSE

Terms and Conditions as of 01 February 2012.

1. Minimum Age and Entrance Requirements

- 1.1. We cannot accept bookings from students who are under 18 years of age (at the date of the course).
- 1.2. We cannot accept bookings from anyone who has not completed recognised foundation training in media hair and/or make-up.
- 1.3. All classes are taught in English. Applicants whose first language is not English should note that they are required to be proficient in written and spoken English and be able to participate in English.

2. Fees, Discounts and Payment Dates

- 2.1. A 10% deposit is required once your booking request has been confirmed by NASMAH.
- 2.2. Full payment of the course fees must be received 14 days prior to commencement of the course, unless agreed in writing by NASMAH.
- 2.3. We do not charge VAT on our course fees as NASMAH is not VAT applicable. Therefore, the full course fee stated on the website is the maximum amount you pay for the course. There are no additional costs if you pay in instalments.
- 2.4. Only fully paid up members of NASMAH who have been members for no less than six months are entitled to the member discount.
- 2.5. Previous members whose subscription has lapsed have to pay the full annual membership for discount to apply, irrespective of when during the membership year they re-join.
- 2.6. New members of NASMAH with less than six months of paid membership at the time that a course is taken do not qualify for a course discount. Members of NASMAH with less than six months membership will have the membership fee they paid upon joining taken off the full cost of the course.
- 2.7. Non-members do not qualify for a discount.

3. Methods of Payment

- 3.1. Credit or debit card: Fees can be paid by credit or debit card online via PayPal and the link buttons are available on the NASMAH website (see the Payments page). If you have a PayPal account already, we understand you can also pay direct from your bank account or your PayPal account—see PayPal for ways to pay.
- 3.2. Cheque: Please make all cheques payable to NASMAH and post to the address given on your booking form.
- 3.3. Cash: Fees can only be paid by cash if payment is made in person.
- 3.4. If your company or a training organisation is paying for the course fees and would prefer to be invoiced direct, please ask them to write to us on their company's headed paper and send a company purchase order with your booking form. Payment is required within 30 days of the date of our invoice.

4. Late Applications

- 4.1. If there are places available on a course we will accept bookings right up until the course commences. Once a course commences we cannot accept bookings for that course.
- 4.2. Late applicants will usually have their place on the course confirmed by telephone or email. If you have not received confirmation within 24 hours of your application it is your responsibility to check the status of your booking. This can be done by telephoning the Chairman on 020 8998 7494.

5. Cancellations by You

- 5.1. You may cancel your place on a course up to one month before the course start date. Under these circumstances you will be entitled to a refund of the course fees paid, less an administrative charge of £30 to cover our costs.
- 5.2. If you wish to cancel within one month of the course start date you will not be entitled to any refund unless a replacement student can be found for your place.
- 5.3. If a replacement student is found you will be entitled to a refund of the course fees paid, less an administrative charge of £30.
- 5.4. If you have booked a course within one month of its start date, conditions 5.2 and 5.3 will apply.
- 5.5. Cancellation requests must be made in writing by you.
- 5.6. Please note that refunds can take up to 3 weeks to process.

6. Cancellations by Us

- 6.1. Please note that courses have minimum attendance levels and may be cancelled if too few bookings are received.
- 6.2. We reserve the right to:
 - 6.2.1. amend, postpone or cancel courses;

- 6.2.2. change course location;
- 6.2.3. substitute tutors.

- 6.3. If we cancel a course we shall endeavour to give you at least one week's notice and you will have the option of transferring to another course or of having a full refund of the fees you have paid which we will return to you within three weeks.
- 6.4. We will not be liable for any losses (including, but not limited to, travel and accommodation costs) arising as a consequence of any modification or cancellation of courses as set out above and beyond the cost of the course fee.

7. Postponement by Us

- 7.1. If a course is postponed for reasons for which we are responsible, including staff illness, we will make every reasonable effort to reschedule the course.
- 7.2. If a course has already commenced and we then have to postpone that course, we will add the missed hours/days onto another course which you can attend for no extra fee.

8. Student Substitutions

- 8.1. If you are unable to attend a course you are permitted to transfer your place to a suitable substitute student before the course commences.
- 8.2. The substitute student must fulfil the criteria as stated in Clause 1. Minimum Age and Entrance Requirements. NASMAH reserves the right to refuse a substitute student if they do not fulfil our entry requirements.
- 8.3. We must be notified in writing of the substitute student's name and there is a £30 administration charge for each substitution. This is non-refundable.
- 8.4. Substitutions cannot be accepted after the course has started.

9. Non-Attendance

- 9.1. Non-attendance of any part of a course due to illness or for personal or professional reasons does not provide the right to refunds, extra tuition or a transfer.
- 9.2. However, in such an event, we will consider all the circumstances and take such action that we consider to be fair and reasonable.
- 9.3. Please note that if alternative options are offered there may be an additional charge.

10. Force Majeure

- 10.1. We shall not be liable for any failure or delay in the performance, in whole or part, of any of our obligations arising from or attributable to acts, events, omissions or accidents beyond our reasonable control including, but not limited to: strikes, lock-outs or other industrial disputes (whether involving our workforce or the workforce of any other party), act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm, pandemics, epidemics or other outbreaks of disease or infection, failure in the public supply of electricity, lighting, heating, air conditioning or telecommunications equipment.

11. Certificate of Attendance

- 11.1. To achieve a certificate of attendance you must attend 100% of the course. Our courses are short and intensive – missing any part of the course misses out vital information and/or practical hands-on skill development.
- 11.2. You will be presented with a certificate at the end of the course. The name given on the booking form will be the one that appears on the certificate.
- 11.3. It is not feasible to examine and grade your work and, therefore, the certificate of attendance is not a qualification.
- 11.4. If you do not receive a certificate for reasons that we are responsible for, then a replacement will be sent in the post free of charge once your attendance has been verified by the course organiser and tutor.
- 11.5. Replacement certificates can be produced up to one year after completion of your course but will incur an admin fee of £30.

12. Materials and Equipment

- 12.1. The course fee includes the cost of basic materials which will be provided, including for example wigs, blocking materials, cutting heads, live models (as applicable to course taken).
- 12.2. Please see the course description on our website and in our booking confirmation for details of the additional materials which you will need. If you are not sure then please contact NASMAH.
- 12.3. In general you are asked to bring a notebook and pens/pencils to make notes, a camera (see Clause 14), and certain personal hair and make-up brushes and tools (items needed depend on the course taken). It is better to use your own kit to get used to the weight, feel and performance of these items. We provide a handbook for most courses in which you are encouraged to make your own notes.

12.4. Failure to bring the required materials will delay your progress on the courses.

13. Student Conduct

- 13.1. Students are expected to conduct themselves in a professional manner at all times.
- 13.2. Please recognise that other students also require assistance, support and guidance. We keep our courses deliberately small to ensure you have one-on-one time with the tutor.
- 13.3. Smoking and/or smoking breaks outside of official breaks are not permitted during the course.
- 13.4. Non-smoking legislation and the training facilities' procedures must be adhered to.
- 13.5. Mobile phones, laptops, iPods and any other such electronic equipment must be switched off during the course's hours. You may check your phone during tea/lunch breaks only.
- 13.6. If a student becomes persistently disruptive, we reserve the right to offer a verbal or written warning and, if this does not resolve the situation, we may, at our discretion, ask the student to leave the course.

14. Recording Equipment

- 14.1. Due to copyrights and to respect other students, the use of audio and/or visual recording is not permitted during any course.
- 14.2. You are permitted to bring a camera to record stills of your personal work and progress.
- 14.3. Photographs of tutors or other students or other people's work can only be done with their express permission.

15. Health and Safety

- 15.1. Students are asked to wear appropriate clothing and footwear to practical classes.
- 15.2. Students who fail to comply with health and safety rules will be unable to participate in practical classes.

16. Course Location

- 16.1. You will be advised of your course location in your booking confirmation letter. Please be advised that course locations may occasionally change due to operational reasons outside of our control.
- 16.2. Unless otherwise agreed in advance, the course facilities are only available for use during the course hours and not at any other time.

17. I have read and I fully accept the terms and conditions.

Signed by Student: _____
Print Name: _____
Date: _____
Course Attending: _____

Please sign and return with your booking form. We cannot accept your booking otherwise.