

The Essex Institute



Professional Training in Complementary Health

Terms and conditions

The 'terms and conditions' given in this document refer specifically to all one-day Seminars and all the 'Bootcamp' courses conducted in our classroom.

BOOKINGS

- 1 We will accept verbal bookings for places on seminars and courses but these are not guaranteed until we have received the required deposit. To avoid the risk of disappointment, you should ensure that we receive your deposit ASAP.
- 2 The balance due must be paid by 14 days at the latest before the seminar/course date. If we have not received your full payment by that time, your place might be offered to a student on our waiting list and your deposit will be forfeit.
- 3 Deposits or fees are *non-transferable* to other seminars or courses or to any other individual.
- 4 In the event that we find it necessary we reserve the right to cancel your participation on any seminar or course and refund the balance of fee for any unused portion of the seminar or course less an administration charge of 10% of the course fee.
- 5 In the event that a course or seminar is under-subscribed we reserve the right to cancel the course or seminar and refund all monies paid.

CANCELLATIONS

- 1 You may cancel your attendance at any time up to 28 days before the seminar or course date without penalty and we will refund in full any deposit paid.
- 2 If you cancel your attendance less than 28 days but more than 14 days before the seminar date we will refund 50% of your deposit. If you have paid the full fee we will refund all monies paid less 50% of the deposit. In both instances, there will be an administration charge of 10% of the total fee.
- 3 In the event that you cancel within 14 days of the seminar course date, your deposit is forfeit. If you have paid the full fee, we will return 75% of that fee. If you have not paid the full fee, you will be indebted to use for 25% of that fee.
- 4 In the event that you fail to arrive at a seminar or course, or only inform us with less than 24 hours notice, all monies paid will be forfeit and if you have not paid the full fee at that time you will be indebted to us for the amount outstanding.

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