



## TRAINING POLICY

*This policy is to ensure that trainer and trainees are fully aware of their responsibilities and work towards gaining mutual benefits. It aims to protect the time that is set-aside especially for you, as well as to protect our time, which is booked up quickly. In turn, we promise to keep appointments on time, give you our full and undivided attention and of course, the best services Wellington has to offer!*

### Time and Location

Courses are carried out from 9am to 5pm everyday of the training date. Please aim to arrive on time as time being late is what you loose, we do not compensate in any way.

Courses in Wellington are currently held at 3/64 Kenmore Street, Newlands. Venues of those courses in other cities will be advised later.

### Model and Kit

Learners will be provided models to work on during practical training session. Products and equipment for the days training will also be provided. A professional kit for students to practice and use after the days training

might be included in some courses, otherwise students can choose the option of learning without the kit at a lower price.

### Booking and Payment

Booking deposit is now required on every course to secure your place. The rest of the fee must be paid 2 weeks before the course starts. Please contact us to know the exact deposit amount for each course. A credit card will be required at the time of booking and will not be charged unless the aforementioned has occurred.

Deposit may not be applicable if the student's booking is at very short notice, thus, full payment for the course will be requested.

When you have made an appointment online, it does not mean that your booking is accepted. We might need to review and manually accept or decline your booking. We will email you to advise if your booking is confirmed or declined.

If course payments are not paid in full 2 weeks prior to course commencement then the learner will not be allowed to undertake the course and no deferral date will be offered. The student will not be refunded their fees previously paid as they would be deemed a non-attendee.

### Rescheduling, Cancellation, Refund

No rescheduling or cancellations by students are accepted for class booking. In case of rescheduling, cancellation or no-show, you will be charged 100% of your deposit as a cancellation fee.

The minimum number of student is required in some classes. If we do not meet the minimum number of student for a class on a specific training date, we might have to reschedule or cancel the class. In that case, we will inform

you about the rescheduling or cancelation, and you can either accept or decline to join the class on a rescheduled date.

If you cancel the class due to our rescheduling or if we cannot accept your booking, your deposit will be refunded. The refund process will take up to 5-7 days.

*Note: The trainees have the liability is to complete the homework required by the trainer.*