

## TERMS AND CONDITIONS 2018

### 1. General

- 1.1. Terms and conditions updated 23rd January 2018.
- 1.2. These terms and conditions (the "terms") are the basis of the contract between Axiom Wax Academy ("us"/"we"/"our") and you. By booking a training course with us, you agree to be bound by these terms and conditions.
- 1.3. Axiom Wax Academy is a trading name of The Wax Academy Ltd, a company registered in England and Wales, no. 8230064. Our trading address is The Cutting Lounge, 2b Church Street, Basingstoke, RG21 7QE.
- 1.4. We may amend these terms from time to time. You can check the latest version on our website ([www.learnmalewaxing.co.uk](http://www.learnmalewaxing.co.uk)). You will be subject to the terms in force at the time that you book a course with us, a copy of which will be sent to you by email when confirming your booking.

### 2. Booking Conditions

- 2.1. Training places are subject to availability and pre-determined class sizes.
- 2.2. Delegates attending our advanced waxing or intimate waxing classes are required to hold a basic warm/strip waxing qualification before enrolling. Proof of qualifications may be required prior to any booking being accepted. No previous knowledge or experience of waxing is required for our beginners bootcamp or facial waxing courses.
- 2.3. Delegates attending our male or female intimate waxing course must be aged 18 years or over.
- 2.4. Unless agreed with us in advance, full payment of all fees must be made at the time of booking in order to confirm your training place. Training dates cannot be reserved without payment and places are only considered booked once your course fee has been received.
- 2.5. Payment is accepted by bank transfer, debit or credit card.
- 2.6. All course descriptions and prices are correct at the time of publication.
- 2.7. We reserve the right to alter course prices, content and material without notice or penalty.
- 2.8. We reserve the right to decline training applications and the provision of any related service without explanation or penalty.

### 3. Cancellations and Changes to Bookings

- 3.1. All bookings made through Axiom Wax Academy are considered 'business to business' transactions under the scope of the Consumer Contracts (Information, Cancellation & Additional Charges) Regulations 2013.

- 3.2. If you cancel or change your booking at least 14 days before your course is due to start, you will receive a 50% refund of any fees paid, minus expenses (see paragraph 3.4).
- 3.3. If you cancel or change your booking less than 14 days before your course is due to start, no refunds will be issued and any outstanding fees owed to us will also be payable by you.
- 3.4. Where we have incurred costs in the arrangement of training (for example, banking fees or travel and accommodation expenses), these costs will be deducted from any amount refunded to you.
- 3.5. Requests for cancellations or changes to your booking can be made by email, or by using the contact form on our website ([www.learnmalewaxing.co.uk](http://www.learnmalewaxing.co.uk)), or by calling 0345 680 2467.
- 3.6. Failure to attend a booked course without prior notice will be considered a cancellation by you and will be subject to the above conditions.
- 3.7. Should Axiom Wax Academy need to cancel your booking for any reason, an alternative course date will be offered to you at no additional charge. If an alternative date cannot be agreed, a full refund of all fees paid by you will be issued.
- 3.8. We are not liable for any loss of earnings or other costs incurred by you as a result of courses being cancelled or rescheduled.
- 3.9. Refunds will be processed no later than 14 days from the day on which you give us notice of cancellation.

#### **4. Provision of Models and Equipment**

- 4.1. Where training takes place at your own premises, you are responsible for providing all models, waxing equipment and supplies on the day of the course. Failure to do so will be considered a cancellation by you and is subject to the conditions set out in section 3.
- 4.2. Models must be over 18 years of age and will be required to complete a health consultation and release form on the day of training.
- 4.3. Models are required at set times during training and are not permitted to attend the course or wait in the area where training takes place outside of these times.
- 4.4. Delegates must demonstrate competence in the practical application of all relevant techniques before certificates are awarded. If your models fail to attend and delegates are subsequently unable to fulfil the assessment requirements, this will be considered a cancellation by you and is subject to the conditions set out in section 3.

#### **5. Assessment and Certification**

- 5.1. Delegates will be assessed by: (i) completion of in-class exercises; (ii) tutor observation of practical skills; and (iii) completion of a written test paper.
- 5.2. Certificates are issued at our discretion upon successful completion of the above assessment activities.

- 5.3. Where a delegate's completed test paper does not demonstrate sufficient competency, that delegate may re-take this part of their assessment free of charge.
- 5.4. Should a delegate fail the practical assessment, they will be invited to attend one further assessment at an Axiom Wax Academy venue, free of charge.
- 5.5. No refunds will be issued where a delegate fails to complete the training course or related assessment activities to the satisfaction of the course tutor.
- 5.6. We reserve the right to withhold certificates until all course fees have been paid in full.

## **6. Equal Opportunities, Learning Needs, Health and Safety**

- 6.1. We endeavour to provide equal opportunities in the provision of all services. This includes an expectation that tutors, delegates and models treat each other with respect and dignity during training.
- 6.2. It is your responsibility to notify us of any personal learning or physical needs at the time of booking. We will work with you to ensure that these needs are met as far as is reasonably practicable.
- 6.3. Delegates and models are required to abide by all health and safety instructions given by tutors during training.
- 6.4. Training will be terminated if delegates or models are disruptive, aggressive or abusive, or do not follow health and safety instructions. This will be considered a cancellation by you and is subject to the conditions set out in section 3.

## **7. Free Business Listing**

- 7.1. You will be offered a free business listing in our online ZeeMaps directory upon successful completion of training.
- 7.2. We reserve the right to withdraw this service and decline, amend or remove listings at any time without notice, explanation or penalty.

## **8. Intellectual Property and Copyright Notice**

- 8.1. All training material provided by us (including but not limited to promotional material, manuals, test papers, handouts, articles, images, digital resources and related online content) remains the sole intellectual property and copyright of Axiom Wax Academy, and may not be reproduced or transmitted in any form or by any means without our prior written permission. We will vigorously defend our intellectual property rights with legal action where necessary.
- 8.2. Trademarks and images that appear in Axiom Wax Academy training material are used by us with permission from the respective copyright owners and/or are licensed to us for commercial use. You must obtain separate permission from the relevant copyright owner should you wish to reproduce any third party images or trademarked material for your own use.