

Aromantic Course Policy

Payment for Courses

- **If booking your course more than 21 calendar days before the course begins**, to guarantee your place you must *either*:
 - a*) pay the full fee for each day, which includes an admin fee of £35 (which is **non-refundable** and **non-transferable to another course**). As this option is less admin work for us, we offer a £5 voucher for each course booked 21 days or more before the course begins. The voucher is valid for buying products that you buy on course days. Please see 'Discounts and offers for products bought on course days' for details.
 - b*) pay the deposit/admin fee of £35 for each day (which is **non-refundable** and **non-transferable to another course**). The remaining balance is payable before registration and must be paid **at least** 14 calendar days before the course/s start. Payment can be made by debit/credit card (telephone only), by PayPal (we can e-mail you a request) or by cheque. Cheques are payable to *Aromantic Ltd.*
- **If booking between 21-0 calendar days before the course begins**, the full fee for the course must be paid to guarantee your place for each day. The full fee includes an admin fee of £35, which is **non-refundable** and **non-transferable to another course**.
- Payment is to be made in full before commencement of courses. Until payment is received in full, full confirmation cannot be given.

Cancellations Policy

In the event of not being able to attend a course, course participants **cannot transfer** to other courses; they can only *a*) cancel subject to our terms and conditions below or *b*) transfer their booking to a new participant, who is then subject to our terms and conditions.

A strict cancellations policy is applicable to all our courses and is as follows:

- Notifications of cancellations are only valid if given to us **in writing** and will **only be accepted if sent to us via-email (courses@aromantic.co.uk), fax or letter**.
- **Cancellations received 21 calendar days or more before the course begins** – you will receive a full refund minus the booking/admin fee of £35, which is always non-refundable and non-transferable to another course.
- **Cancellations received between 0 and 21 calendar days before the course** - will not be refunded unless a medical certificate is produced or in the case of severe weather conditions stopping your attendance, in which case you will receive a full refund minus the booking/admin fee of £35, which is non-refundable unless Aromantic cancels a course and non-transferable to another course. Aromantic will not reimburse you for any travelling/accommodation expenses you may have incurred; we recommend that students who incur high travelling expenses to

attend our courses obtain their own travel insurance or to contact the transport operator for a refund. In some cases we may ask for further proof before issuing you a refund.

- You must inform us in the case of severe weather on or before the course day that you are unable to attend by phoning the main course tutor (please see your Course Joining Information sheet, which we send out to you after you booked) and then follow up by e-mailing us at courses@aromantic.co.uk. If you cancel because of severe weather before the course day, please e-mail us at courses@aromantic.co.uk.
- In the case of a medical reason for your cancellation you must inform us of the reason for your non-attendance within 14 days of the date of the course if you want a refund.
- **Whatever the reason for your inability to attend, your course place may be transferred to another person at no extra cost.** It is your responsibility to find a replacement. We would prefer it if you told us about your replacement before the course begins. If this is not possible, then when your replacement registers at the course, they must tell us that they're replacing you.

Deposit/Admin Fees Policy

- Deposit/admin fees (currently £35 and included in course price) are **non-refundable** and **non-transferable** to another course. Once you have paid your deposit, we will not refund it to you, unless Aromantic has cancelled the course. For further information, please see 'In the event that Aromantic cancels courses' below.

Multi-Booking Discounts

Multi-Booking Discounts **only** apply to courses when are booked and paid for (either deposit or in full) in one **single** transaction.

Our multi-booking discounts when block booking in a SINGLE transaction are as follows:

- Book 2 courses **in the same transaction**.....receive 10% discount
- Book 3 courses **in the same transaction**receive 15% discount
- Book 4 courses **in the same transaction**.....receive 17% discount
- Book 5 courses or more **in the same transaction**.....receive 20% discount

Concessions

We offer concessions for our courses as follows:

- 15% discount for unemployed, full time students and UK pensioners receiving Pension Credit.
- These concessions are in addition to any multi-booking discounts which may apply.
- You must fax (01309 696911) or e-mail courses@aromantic.co.uk your proof of eligibility for a concessionary discount when you register for a course. If you do not provide proof to our offices in Scotland before the course begins we will charge you for the equivalent 15% discount that you received when making payment for your course.

Discounts and offers for products bought on course days

We offer a 10% discount on products that you buy on Course days.

£5 products Voucher for Early Bird Bookings paid in full

- In addition to the 10% discount, for every course that you book and pay course fees in full in a single transaction more than 21 days before the course begins, you will receive a £5 voucher to spend on products that you buy and take home on a course day e.g. if you book and pay in full for 3 courses 21 days or more in advance, you will receive 3x £5 vouchers.
- Vouchers will have expiry dates on them, so please check them and they strictly do need to be physically produced at the time you pay for your products on course days. They are not redeemable for cash and cannot be transferred to another person.

Changes to advertised staff

Aromantic reserve the right to change the course facilitator at any time without notice if we find it necessary to do so, even during the course day if there is an emergency. We may not have time to let you know before you arrive at the course. You will not be refunded if you choose not to attend because of any changes in teaching staff.

Insurance

Aromantic's courses are insured for public liability through Balens. We recommend that students who incur high travelling expenses to attend our courses obtain their own travel insurance.

In the event that Aromantic cancels courses

Aromantic reserve the right to cancel any event or re-arrange course dates, times, and venues of the course if it becomes necessary to do so. Should we cancel the course, you would be notified as soon as possible and you will be given a full refund, including deposit/admin fee. Aromantic will not reimburse you for any travelling/accommodation expenses you may have incurred; we recommend that students who incur high travelling expenses to attend our courses obtain their own travel insurance.

Student conduct

We want all of our course participants to have a happy and productive experience on our training days and so we ask all students to be respectful of each other, the teaching and support staff as well as the schedule for the day. But you must remember that you are responsible for your behaviour and the effect it may have on others. If you or any member of your party is abusive or disruptive or behaves in a way which, in our reasonable opinion, could cause damage or injury to others or affect their enjoyment/full participation in the course, or which could damage property, we have the right, after reasonable consideration, to ask you to leave the course and possibly refuse entry to future

course. Aromantic reserves the right to refuse a customer entry to any of our courses or services or to ask a customer to leave a course or service that is in progress. If this happens we will have no further obligations or liability to you. Aromantic will not be liable for any other fees such as travel costs, accommodation costs or any other costs or losses.

Changes to our Policy and Prices

- From time to time it may be necessary for us to review and revise this policy. We reserve the right to change our policy at any time without notice.
- Due to fluctuating prices of our raw materials on the global market, Aromantic reserves the right to change prices without notice.

What participants receive on Aromantic Courses

Aromantic courses are carefully designed to balance theory with the hands-on experience of making your own products. We explain the important principles and theory underpinning each topic and provide each student with comprehensive fact-sheets and recipes as hand-outs during the courses. We demonstrate the precise technique required for making each product before each student has the opportunity to try for themselves as part of a group of students sharing a table. At the end of each course students are able to take home products that they have made as part of a group, as well as all the recipes and information required to continue making these products at home, in their businesses or in their therapeutic practice. See specific courses for more details.

Included in the Course Fees are:

- All the raw materials, containers and equipment you will need on the day.
- Recipes with instructions.
- The products that you take home that you've made on the day.
- Certificate of Completion. You can earn CPD (Continuous Professional Development) points by completing our courses. We rate each 1-day course as 5 CPD points. Please refer to your own professional membership body/association for further details on points awarded.
- And remember we offer special discounts to students buying products on the day of the course!

Course Times & Content

- Due to ability levels of students and volume of questions asked, course finishing times may vary slightly.
- Due to student's health conditions, such as allergies, pregnancy, etc and the occasional supply issue with key ingredients, we may at times have to substitute ingredients or adjust recipes we make on course days. In these rare cases, students will still receive the original recipes and methods as well as benefitting from being taught valuable additional knowledge about making recipe variations for different conditions.



After you've booked

Once you have booked and paid for your course/s, we will send you your invoices for any amounts you have paid as well any remaining balances that are still payable (if applicable to you) and course joining details. If you have any further questions about the courses, please click on 'Full Info' on each course listing on our website or contact courses@aromantic.co.uk.