

Terms and conditions for the use of the Blend Therapy Training Website and course bookings both through the website or direct through our office.

Within these terms the use of we, our, us refers to Blend Therapy Training

You must read these Terms and Conditions carefully before placing an order for any course, as requested on booking, either through our office or by using the Site. By using the Site, and/or placing an order with us directly or through the Site, you confirm that you have read, understood and agree to these Terms and Conditions in their entirety. If you do not agree to these Terms and Conditions in their entirety, you must not order any product or service through our office, or otherwise use the Site. The Terms and Conditions may be changed in the future without further notice.

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Cancellation/Transfer Policy:

Blend complies with the distance selling law.

Once you have booked onto a course, and paid the fee to secure your place for your course, you have 14 days to change your mind after this all workshops and courses are non refundable as per the distance selling law.

For courses where online materials are released for download on purchase different rules apply,

- Once you the customer is given access to any of the online downloads and streamed content though your members area you will lose your 14 day right to cancel any course
- By purchasing a blending learning course you are aware that this includes instant and automated downloads

All courses must be paid in full on booking. Payment plans are only available on request and by special arrangement in special circumstances. Should you book and confirm your place on any course, with the benefit of a payment plan, and then decide at a later date to not partake in that course, for any reason, the full amount will become immediately due and payable at the point of cancellation.

Your course materials will be made available to you via your members area once full payment is received as agreed. This includes FULL course materials including all theory modules and full descriptions of any practical elements through our comprehensive course manuals and/or videos.

Once your course materials have been released to you via the members area and you have been given notice of access to those materials, even if there are further elements to be delivered, for example live trainings, transfer to another course or refund is no longer possible. We may consider transferring your place to a later date or extending your access to the materials only by special arrangement.

All materials remain the property of Blend Therapy and Training® and are available to you for your own single use on licence during the course of your massage practice only and not for any other purpose including teaching or the delivery of training courses in any way.

Your course materials are made available to you for your personal use only and for download through the website. These materials include full course guides/manuals, videos and other resources. Access to the materials is available for online blended learning courses for a period of 12 months from purchase. We reserve the right to exclude access after this date. It is advised therefore that you download the materials for your own personal use and store them safely for future reference.

It is the users responsibility to ensure you have the necessary equipment, and software to access and use your materials through the site.

The use of these materials is strictly limited to the registered user on our site or within any course we teach elsewhere in person or through other platforms for learning. These shall not be copied modified, reproduced, distributed, republished, performed, displayed, posted, transmitted, sold, or made into derivative works in any form or by any means. Breach of this terms will result in removal from the course without refund and potential legal action under UK copyright law.

We offer no guarantees that the materials are free of viruses, inaccuracies, or other possible harmful issues. We will not be held liable for any cost incurred from the use of these materials, which is the registered users responsibility.

We endeavour to provide a smooth seamless delivery of our services via the website. We will not. held liable for interruption to any of our services due to conditions beyond our control. This may include but is not limited to technical issues, server downtime, power outages, maintenance, and force majeure (see below)

Where possible, in extenuating circumstances, depending on course numbers and dates allowing, For in person courses we may be able to transfer your place to another date should one be available. This will be on a case by case basis and is not guaranteed.

All requested changes to course bookings must be notified in writing with a minimum 6 weeks notice. Should a transfer be available, this will incur a fee of £75

We ask that you give us at least six weeks notice for any cancellations/ transfers as we may have full modules with waiting lists, and may be able to offer your place elsewhere.

However should your request to transfer then take the course below the minimum required number to run we will be unable to transfer your place out of fairness to other students.

In case of illness or emergency you should contact us to discuss as soon as possible.

If we are unable to allow a transfer as detailed above, or should you fail to attend a module you may attend another date. However be aware this will then be charged as a new module. This may also affect the date of your next module if your course is part of a series.

We will not be held liable for any cancellation on our side due to events beyond our reasonable control. We will however work with the students to find a resolution that is fair to both the school and the student. This may include offering a place on another course at a date to be confirmed in the future.

Where course delivery has changed from in person to online and blended learning, cancellation for online courses is not possible once acceptance of the online format has been accepted.

Force Majeure Event

Should we be delayed in or prevented from delivering any courses at the agreed date/time/place due to an event of force majeure, we will not be deemed liable for any refund/ costs/loss or damage incurred. Such events may include but are not limited to:

Fire, flood, casualty, lockout, strike, labour disputes, industrial action of any kind, unavoidable accident, breakdown of equipment, national calamity or riot, communicable disease, pandemic or epidemic, Act of God, acts or threats of terrorism, the enactment of any Act of Parliament or the act of any other legally constituted authority, disruption or outage of communications, power or other utility, labour problem, government recommendations, any cause or event arising out of or attributable to war, or any other cause or event (whether of a similar or dissimilar nature) outside the control of the parties other than a shortage or lack of money.

On our side, if for any reason we are forced to cancel, and only where possible, we will offer you a place on another course, once the force majeure event has passed.

We will endeavour to minimise and reduce any period of suspension of delivery of courses occasioned by any of such events.

We may offer to transfer your course to a different delivery structure eg online blended learning at no additional cost to you. Once you have accepted the new delivery method in writing refunds will not be possible.

Please note: we will not be liable for any other costs incurred from the cancellation including but not limited to travel and accommodation.

We therefore strongly recommend that you defer booking travel and accommodation until you have confirmation that the course is going ahead.

Even then we strongly advise always booking with terms which allow late cancellation of accommodation as far as 24 hours before. It is your responsibility to check the terms and conditions of your own booking. We offer this only as a suggestion and will not be held responsible for any issues with accommodation bookings.

Please note that booking your course and/or commencement of your payment plan will be deemed acceptance of the terms and conditions in this contract.

Covid 19:

As from the 21st of March 2020 due to circumstances beyond our control i.e. the government lockdown all in person elements of our courses have been postponed pending government guidelines. we are monitoring the situation closely and will be guided by the government directive.

In light of this we are offering free transfers of your place for all in person sections of your courses to a date to be determined or alternatively have transferred delivery of the course to a blended learning online format. Acceptance of the blended learning format will be deemed as full delivery of the course and no in person training will be offered other than the live online sessions as indicated

If any of your practical days of your course have been postponed or you have not yet started any practical lessons, you will be invited to choose a new in person practical session start date. This start date will be the start of or the continuation of your practical lessons of the course.

We are planning on creating the diary from four weeks after the lockdown for our industry ends all the way through to December 2021.

As we know more, we will update all of our learners, giving everyone the best chance to fit new dates into their diary.

We thank you for your kind continued support and all the good wishes we have had from so many of our students. It means so much to us that you are thinking about us during this difficult time.

In return for your kind understanding have done our best to support our learners in new and innovative ways during the Covid-19 situation

Creating new online courses to help you manage and develop your business

Offering online training sessions to continue your studies for the courses you have booked through online support,

We have offered additional online training sessions for postponed courses both recorded and live online face to face instruction at no additional cost.

We have offered extensions for submissions of course work where applicable and where case studies are required.

We will keep you informed and give notice in writing of our intention to change the course delivery method. You have 14 days from that notice to inform us if you do not wish to go ahead with the new delivery method. Should you be offered to transfer your training course from in person to an online format and you fail to notify us of any objection to this change your course will revert to the new format.

You will not be eligible for any cancellation or refund once you are informed of the transfer and do not object within 14 days including where you are subsequently granted access to the new online training.

Please note that other original online courses and qualifications are not subject to any time extensions as they are not face to face courses so their original time frame remains unchanged.

Our efforts have been well received and we thank you for your continued understanding as we all navigate this difficult time

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Our online portal includes a standard anti-fraud risk assessment for all new accounts. Please be that aware there will be a delay in the delivery of your first purchase of materials whilst we undertake such checks for the reasons stated above before authorising delivery of your content.

We reserve the right to cancel the delivery of any course materials, whilst issuing a full refund at our sole discretion, should these routine checks flag up any contraventions of these terms,

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Termination

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In the event that any provision of these Terms of Service is determined to be unlawful, void or unenforceable, such provision shall nonetheless be enforceable to the fullest extent permitted by applicable law, and the unenforceable portion shall be deemed to be severed from these Terms of Service, such determination shall not affect the validity and enforceability of any other remaining provisions.

Your individual learning needs

Please note the venue for your course, which may be subject to change. Should this become necessary we will endeavour to notify you as soon as possible. We will secure a venue as close as possible to the original. If so please be aware of this when booking accommodation etc

If you have any specific learning needs PLEASE let us know. This might include for example:

Visual impairment: We can provide large print manuals and ensure you are seated where you can see presentations and demonstrations clearly

Hearing impairment: Again we will sat you nearby so you can see clearly to lip read or where we can reduce background noise.

Physical or mental health problems:

We want to create a safe space for you to enjoy your learning as much as possible. This course includes intra oral work and myofascial techniques. If you do not wish to give or receive massage for any reason we can arrange for a course angel to take your place. Other learning

issues: If you need help with note taking we can arrange for a course angel to assist you.

Many of our students have learning difficulties such as dyslexia yet manage very well with the level of support we are able to provide. We want to help you to enjoy your course and learning as well as anyone, so please do not hesitate to ask!

All the very best

Tracey