FACIAL AESTHETIC COURSES

DELEGATE TERMS & CONDITIONS

Facial Aesthetic Courses Ltd ("FAC Ltd"), is a company registered in Scotland with registration number SC515877

FAC Ltd respects the confidentiality of our customers and adheres to data protection principles as directed by the Data Protection Act 1998 and the GDPR 2018. We comply with the legislative terms on the security and confidentiality of your personal data and privacy. More details can be found on our Privacy Policy.

Please read this document carefully. In booking a placement with us by using our website and online booking service or by any other means, you are agreeing to ,and accepting of the following terms and conditions and information within this document as set by FAC Ltd.

1. Acceptance Criteria for Training.

At FAC Ltd our training courses are restricted to registered medical healthcare professionals namely Doctors, Dentists, Nurses, Dental Therapists, and IP Pharmacists who hold current unrestricted registration and license to practise with the appropriate professional regulators such as GMC, GDC, NMC and GPHC.

As part of our registration process and training acceptance protocol we will ask for proof of professional status and personal identification.

Professional and Personal Information.

To comply with our acceptance criteria we require proof of your medical qualification registration and personal identity.

You must provide the following:–

- Medical Qualification and Registration Documentation.
- Photo ID – A valid Driving License photo card *or*
- A valid passport and a similar document for proof of address.

We will ask for this information in two stages:

Stage 1: Enrolment.

We will accept the required documentation in document image format via electronic methods. Full information and instructions on providing this will be provided on booking.

Stage 2: Practical Training Day.

We require that you present in person the required ID documentation on the actual training day.

2. Verification of Professional and Personal Information.

FAC Ltd will carry out checks to verify all the information you provide to us. **Fraudulent attempts to access our services will be referred to the relevant legal authorities.**

3. Course Fees.

All prices quoted on our website are in GBP and are subject to VAT.

4. Booking and Course Registration.

In making a booking you are confirming that you are the person named in the booking and as such you are the medical professional who will be attending the training. ***Course bookings are not transferable.***

5. Booking Confirmation.

A Booking confirmation will be sent to the email address provided at the time of booking. You should carefully check the details shown as soon as you receive it. If any of the details are incorrect or incomplete you must immediately email us at: info@faceuk.co.uk.

We will advise you of actions and processes that are required for full enrolment and pre course requirements. You should follow all instructions given and retain all communication for future reference.

6. Online Learning Account and Pre Course Study Material.

We will provide you with access to a personal online learning account and provide you with comprehensive study material relative to the course you have booked.

The study material forms the basis of the necessary theory and completion of the study modules is mandatory requirement in preparation for the training day and will enable a competent approach to the treatment processes which is a necessary outcome for achieving course certification.

It is conditional that following access to this training material that full payment fees will not be refunded in particular cases of cancellation. Full details are explained at paragraph 12.

7. Copyright.

Throughout the course of your engagement with us you will have access to our training materials electronically or in other formats. **These materials are and remain the property of FAC Ltd and should not be copied, shared or used for any purpose other than in the course of your training.**

8. Sharing of your contact details

FAC Ltd is partnered with Teoxane UK Ltd, an industry leader in manufacturing HA Dermal Fillers, as well as Teleta Pharma Ltd, an industry leader in manufacturing HA dermal fillers, and a provider of Toxin and consumables.

FAC Ltd will automatically share with Teleta Pharma Ltd and Teoxane UK Ltd the contact details of delegates who are training in the use of these products to enable these companies to make pre and post-training contact with delegates to offer on-going product advice and support.

If you do not agree to us sharing your contact details you should inform us by emailing us at info@faceuk.co.uk no later than 7 days prior to the training day.

9. Models.

We will provide designated treatment models for the practical sessions.

We will also provide the opportunity for you to nominate your own model. Full details will be provided on booking

9. (i) Model Clinical Photographs.

Clinical photographs may be taken to monitor the effects of treatments. Any such photographs will remain the property of FAC Ltd and form part of our clinical records.As such these photographs will not be shared nor provided to third parties unless there is a legal requirement to do so.

10. Certification Competency

Certification competency is decided at the discretion of the Lecturing Practitioner.

Our Lecturing Practitioners will assess individual theoretical and practical competences throughout the practical training day. Where it is considered that the desired competences have not been displayed, relative feedback will be provided in support of our decision. Certification will be withheld and further training will be offered. This may incur further fees.

FAC Ltd reserve the right to withhold course certification until we are satisfied that an acceptable level of competency is attained.

10. (i) CPD Survey- Certificate Issue.

In line with CPD requirements prior to certificate issue we require and ask every trainee to take part in the completion of an online survey on their training experience.

10. (ii) Certification Name

Our Certificate of course completion will be provided in the name as is shown on the relevant Professional Register.

11. Course Cancellations.

Should you wish to cancel your booking you can do so by emailing us at info@faceuk.co.uk

12. Fees on Cancellation.

Paragraph 6 explains the condition whereby full repayment will not be given in cases where we have provided access to our E-learning study material. The following additional rules apply:

12. (i) Cancellation no later than 21 days before the course date.

A full refund will be given to those who have **not** been provided with an E-learning account and access to our E –learning package;

Where E-Learning provision has been allocated the following options will be given:

- The right to reschedule to another course date ***or***
- A refund of the amount paid less 50% of the retail cost of the course.

12. (ii) Cancellation made later than 21 days and up to 7 days prior to the course date

The option to reschedule with no cancellation fee

12. (iii) Cancellation made later than 7 days of the course date & Failure to Attend

A cancellation fee of 50% of the overall course fee will be chargeable

14. Withdrawal of Course.

In the unlikely event that we have to withdraw a course we will provide the choice of a full refund or an alternative course date.

This will not apply to changes or events resulting from unusual or unforeseeable circumstances beyond our control. In such circumstances we would offer an alternative course date.

In either circumstance we would not be liable to pay any expenses incurred.

15. Complaints Procedure.

Should you be in anyway dissatisfied with our services please write to us at info@faceuk.co.uk.

We will acknowledge your complaint within 21 days. At this time you will be informed of the way that we intend to investigate and attempt to resolve the matter.

16. Governing Law

These Terms shall be governed by, and construed in accordance with, Scots law and the parties submit to the exclusive jurisdiction of the Scottish courts in relation to any disputes under or in connection with them.