



Leicester Dog Grooming Courses.co.uk

Terms & Conditions

The cost of the tuition is as stated for each of the individual courses listed. All course fees must be paid for in full in accordance with the terms stated. A registration form must be completed and accompanied by a 10% deposit before a reservation on the selected course will be confirmed. All deposits are non-refundable. The balance of the course must be paid upon receipt of an invoice and no later than 14 days of commencement of that course. This is your 'cooling off' period where you have a right to cancel without giving any reason. You must inform us of your decision by a clear statement by phone, email or text and you are advised to obtain proof that you have informed us of your decision. To meet the cancellation deadline you should let us know that you wish to cancel before the 14 day cooling off period has expired. Each student must complete a registration for individually. The signature on the form or email booking form will be deemed to be the one responsible for the contract and the payment. Should a student cancel their booking within 28 days of the commencement date of their course, Leicester Dog Grooming Courses (LDGC) will endeavour to sell that place to another student, failing which, all fees will be forfeited and any outstanding balance will be due immediately. Leicester Dog Grooming Courses would like to advise students to attend a free 'Taster Day' prior to committing to training costs.

The training courses can be attended to fit in with the student's flexibility and commitments although it is strongly advised to attend at least a week if not, two in a continual block to get to grips with the basic grooming techniques. (This is the Flexicourse)

Students are expected to be punctual and to cooperate with staff and colleagues to ensure the smooth running and congenial atmosphere of the salon throughout the duration of the course. Students will be expected to read and study around the course to enhance and support their learning. On completion of the selected course a Certificate of Achievement will be awarded and issued to each student if successful on that programme.

In the event of any course having to be cancelled by LDGC prior to the starting date, for whatever reason a full refund will be made to the student. It should be noted, that LDGC accepts no liability for additional expenses such as travelling, accommodation fees or other related costs that may have been incurred. In the rare event of any courses having to be cancelled by LDGC before completion, for whatever reason, participating students will be offered a refund pro rata to the time lost, or offered the opportunity to continue the course at a time mutually agreed. This does not however, include your cancellation should a change of mind occur on the commencement of the course as no refunds are given.

In the unlikely event should the head tutor be unavailable for training, the session/s will be covered by a trained and qualified member of staff. They are already student mentors supporting and guiding the students during their course.

All students are fully covered by insurance against claims by owners of dogs upon which they have worked upon during the course.

Daily refreshments, including tea, coffee and cold drinks are provided although you may provide your own if you wish to do so and a fridge and microwave facilities are available.

Students are asked to provide and make aware any medical disabilities or allergies as dog grooming is a physically demanding job and involves standing for long periods and heavy lifting (no more than 25kg) If you have any concerns regarding potential health issues please make us aware before booking a place on the chosen course and consult you GP for advice.

Whilst LDGC will endeavour the highest possible training standards on a ratio of 2:1 training any course undertaken by the student offered by LDGC is dependent upon that students' ability and competence and LDGC cannot accept any liability of a students' difficulty in finishing the course.

Any grievances will be put in writing to the course tutor which will be given the utmost attention but if unsatisfied you can contact the Citizens Advice Consumer Service on 03454 040506 or www.adviceguide.org.uk These terms and conditions together with a completed registration form and your right to cancel constitute a contract between LDGC and the undersigned. We hope you enjoy the course and good luck!

