



Terms and Conditions

ALTERATIONS TO THE SERVICE AND PRICES

Prices for courses at IBHA are subject to change without notice.

We reserve the right to amend or discontinue at any time any course advertised without notice.

We shall not be liable to you or to any third-party for any modification, price change, suspension or discontinuance of the course.

CHANGES TO TERMS OF SERVICE

This is the most current version of the Terms and Conditions. We reserve the right, at our sole discretion, to update, change or replace any part of these Terms and Conditions by posting updates and changes to our website. Please check our website periodically for changes. Your continued use of or access to our website or the courses following the posting of any changes to these Terms of Service constitutes acceptance of those changes.

PAYMENT

A student is accepted for enrolment once a minimum 25% deposit payment has been received and an enrolment confirmation email has been sent by IBHA.

This deposit payment is non-refundable, but may be transferred to another course/date (within 3 months) at IBHA's discretion. Please refer to more details of our Rescheduling and Cancellations Policy below.

Full course fees must be paid, as invoiced, via bank transfer, credit/debit card or in cash on receipt of invoice prior to the course commencement, unless a payment plan or other method of payment has been previously agreed and has been confirmed via email. IBHA reserves the right to cancel courses if full payment (or payment plan instalment) has not been received. All course fees are inclusive of 20% VAT as advertised. Course fees do not include travel, accommodation, beverages or meals.

RESCHEDULING OR CANCELLING YOUR COURSE

IBHA understand that on occasion it may be necessary to change or cancel your training course and we wish to accommodate you where possible. The following guidelines are here to help you decide the best option for you. If you prefer to talk to one of our directors about your circumstances then please call at the earliest opportunity.

Rescheduling Your Course

If you wish to reschedule your course please call IBHA at the first opportunity. All rescheduling must be made directly over the phone to the office and followed up with an email.

When rescheduling a course purchased at a discounted rate, you will be required to pay the difference to the full price of the course at the time of rescheduling except in unavoidable circumstances such as a family bereavement, this will be at the discretion of IBHA.

Short Courses 1-5 days

10 days notice is required to reschedule your course.

Courses of 6 days or more

30 days notice is required to reschedule your course.

Canceling Your Course

If you wish to cancel your course please call IBHA at the first opportunity. All cancellations must be made directly over the phone to the office and followed up with an email.

Short Courses 1-5 days

Cancellations to your booking can be made within a 14 day cooling off period of your original booking to obtain a full refund.

Any registration fees paid are non-refundable if they have already been paid to the Awarding Body. We are unable to offer full refunds if you wish to cancel your training course after this time.



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A minimum 30 days notice is required for cancellations and a minimum of 10 working days for rescheduling (where possible) – otherwise a 50% charge will be incurred.

Courses of 6 days or more

Cancellations to your booking can be made within a 14 day cooling off period of your original booking to obtain a full refund.

Any registration fees paid are non-refundable if they have already been paid to the Awarding Body. We are unable to offer full refunds if you wish to cancel your training course after this time.

A minimum of 30 working days notice is required for cancellations and rescheduling otherwise a 50% charge will be incurred,

IBHA cancellation of your course

Should the course be cancelled by IBHA due to unforeseen circumstances, bad weather, terrorism or act of God, then IBHA would not refund students. An alternative course date will be offered at the earliest possible date.

ATTENDANCE

Students are required to attend all dates of their course. If students fail to attend any part of their course for any reason, IBHA will not offer refunds. Catch up dates are at the discretion IBHA and subject to availability.

Students should be punctual for all course sessions and any exams. Students should contact IBHA at the earliest opportunity if they cannot arrive on time.

IBHA reserves the right to withhold certificates for poor attendance.

Absence should be avoided wherever possible. Any time off for personal reasons, religious holidays, etc. must be discussed and agreed before booking.

100% PASS GUARANTEE

IBHA will support students to achieve a pass in their exams. This is based on student attendance being a minimum 90% and all course work and assignments being handed in on time. If a student should fail their exam we guarantee access to additional practical and theory classes for up to 2 re-sits. All exam re-sit fees are to be paid by the learner.

GENERAL

Students are expected to look presentable and professional at all times and maintain a professional manner. Rude and abusive behaviour will not be tolerated and will result in immediate termination of courses. No refunds will be given.

All rooms are to be kept in a clean and tidy manner. Students who cause any damages to IBHA or Cedar's property will be held responsible and charged appropriately.

Any personal belongings at the premises are left at the student's own risk. IBHA accepts no responsibility for any loss or damage.

Students should not remove any property from the Academy without prior consent. Theft will not be tolerated and will result in immediate termination of all classes and no refund given. Police will be informed.

If translators are required, they must be arranged and paid for by the student. IBHA must be notified of translator's attendance at time of booking.

IBHA reserves the right to change courses, dates, examination dates, examination locations, course content and fees without any prior notice.

IBHA reserves the right to change or restructure course content in order to best cater for students learning abilities.

If a student fails to attend an examination for any



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reason, IBHA is not obliged to offer the next available exam date.

Students who fail assessments due to poor attendance and negligence of coursework/homework will be asked to pay for any extra classes needed in order for them to pass their assessments. IBHA are not liable for this extra cost.

IBHA accepts no liability for treatments that students perform after training is completed. All students are advised to make sure they have both personal and public liability insurance before utilising knowledge gained at IBHA.

All terms and conditions are accepted by students upon booking any courses.

EQUAL OPPORTUNITIES

IBHA shall ensure no applicant or student receives less favourable treatment on grounds of sex, age, race, colour, nationality, ethnic or national origins, disability, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy and maternity, political or religious belief. Students are treated on the basis of their relevant merits and abilities.

We strive to promote equal opportunities and as such are committed to being an organisation in which everyone enjoys and respects equality of opportunity.

This policy is aimed at our customers, including Learners, Tutors and Trainers.

It sets out our intention to deliver a service and range of qualifications that are fair, accessible and do not include any unnecessary barriers to entry.