

**Fashion Retail Academy
Short Course Programme 2009
Terms and Conditions**

1. FEES

Full payment of the course fees must be received prior to commencement of the course.

Your place on the course cannot be guaranteed until full payment is received.

All fees stated are inclusive of VAT.

2. METHODS OF PAYMENT (excluding late applications)

Fees can be paid by credit card by post, fax or online excluding late applications.

Payment by cheque is also accepted except in the two weeks prior to the course start date and please make all cheques payable to FRA Enterprises Ltd.

Fees can be paid by cash if payment is made in person. Please see paragraph 20.

Payments by bank electronic transfer or Banker's Draft are acceptable. Please add £15 to your fee for the additional bank charges to be made to us and provide us with the transaction reference number. Our bank details are available on request.

If your company is paying for the course fees and would prefer to be invoiced, please write to us on your company's headed paper and send a company purchase order with your booking form.

Payment is required within 30 days of the date of the invoice.

3. DISCOUNTS

A 5% discount is available if two or more courses are booked and paid for at the same time.

If you subsequently cancel your place on a course or we have to cancel a course for a reason set out in Clause 7 below we reserve the right to amend the discount accordingly.

4. MINIMUM AGE REQUIREMENT

We cannot accept bookings from students under 18 years of age except for on those courses specifically listed as being for 16-18 year old.

5. MATERIALS AND EQUIPMENT

The course fee includes the cost of basic materials which will be provided.

Please see the course description in our brochure and website for details of the additional materials which you will need, if applicable.

Failure to bring the required materials will delay your progress on the courses

6. LATE APPLICATIONS

If there are places available on a course we will accept bookings right up until the course commences and require payment in full on confirmation.

If you apply within 5 working days of the course commencing we cannot guarantee that you're booking confirmation will reach you by post prior to the start of the course.

Late applicants will usually have their place on the course confirmed by telephone or email. If, however, you have not received confirmation within 24 hours of your application it is your responsibility to check the status of your booking which can be done by contacting the Short Course Office on 0207 307 2336.

7. CANCELLATIONS BY US

Please note that courses have minimum attendance levels and may be cancelled if too few bookings are received.

We reserve the right to amend or cancel courses, change course location, substitute lecturers and tutors.

If we cancel a course we shall endeavour to give you at least one week's notice and you will have the option of transferring to another course or of having a full refund of the fees which we will return to you within three weeks.

We will not be liable for any losses (including, but not limited to, travel and accommodation costs) arising as a consequence of any modification or cancellation of courses or time-tabling constraints as set out above beyond the cost of the course fee.

8. CANCELLATIONS BY YOU

If you wish to cancel your place on a course your request should be made in writing. If your written request is received more than one month prior to the course start date, you will be entitled to a full refund, less an administrative charge of £30 to cover our costs.

If your written request is received within one month of the course start date you will not be entitled to a refund unless a replacement student can be found for your place.

If a replacement student is found prior to the course start date, you will be entitled to a full refund, less an administrative charge of £30.

9. SUBSTITUTIONS

If you are unable to attend a course you are permitted to transfer your place to a substitute student up to one week before the start date.

We must be notified in writing of the substitute student's name and there is a £30 administration charge for each substitution.

Substitutions cannot be accepted after the course has started.

10. TRANSFERRALS

You can transfer to another course up to one month prior to the course start date.

There is a £30 administration charge for each transferral.

Students can transfer a maximum of twice.

11. NON-ATTENDANCE

Non-attendance of classes due to illness or for personal or professional reasons does not provide the right to refunds, extra tuition or a transfer.

However, in such an event we will consider all the circumstances and take such action that we consider to be fair and reasonable.

Please note that if alternative options are offered there may be additional administrative charges.

12. CLASS POSTPONEMENT

If a class is postponed for reasons for which we are responsible, including staff illness, we will make every reasonable effort to reschedule the class or to add the missed hours onto the remaining course classes.

We apologise for this inconvenience and urge you to ring us on 0207 307 2336 if you have any concerns.

13. FORCE MAJEURE

We shall not be liable for any failure or delay in the performance, in whole or part, of any or our obligations arising from or attributable to acts, events, omissions or accidents beyond our reasonable control including, but not limited to strikes, lock-outs or other industrial disputes (whether involving our workforce or the workforce of any other party), act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm, pandemics, epidemics or other outbreaks of disease or infection, failure in the public supply of electricity, heating, lighting, air conditioning or telecommunications equipment.

14. OVERSEAS APPLICATIONS

As we may need to contact you in the two weeks prior to the course start date, please ensure you include your contact details in the UK when making your booking.

Please ensure that your place is confirmed and the course is running before you make any travel arrangements. We do not offer refunds for travel or accommodation costs in accordance with paragraph 7 above.

15. STUDENT VISAS

Students who book onto short courses are not eligible to apply for a Student Visa. We recommend you contact the British Embassy in your own country to check visa requirements before you book your course.

If you cannot attend a course because you have not obtained a visa to enter the UK no

refund will be offered although we will offer you a transfer (subject to the conditions contained in Clause 10 above) if your visa is delayed.

16. ENGLISH

All classes are taught in English. Applicants whose first language is not English should note that they are required to be proficient in written and spoken English and be able to participate in group discussions and presentations in English. As a guideline we would expect you to have an IELTS score of 4.5 for practical courses and 6.0 for lecture courses.

17. BANK HOLIDAYS

Normally there are no Saturday or Monday classes on bank holiday weekends and published course dates reflect this.

18. STUDENT CONDUCT

Students are expected to conduct themselves in a professional manner and to recognise that other students also require support and assistance. If a student becomes persistently disruptive we reserve the right to offer a verbal or written warning and, if this does not resolve the situation, we may, at our discretion, ask the student to leave the course.

19. CERTIFICATES

On completion of your course, and having attended the minimum number of hours required, the Fashion Retail Academy will provide you with a certificate of attendance. The name given on the booking form will be the one that appears on the certificate. A certificate of attendance is not a qualification.

If you do not receive your certificate at the end of the course for reasons that we are responsible for we will post certificates free of charge once the register has been returned to us confirming your attendance record. If you do not collect your certificate in class for reasons that we are not responsible for e.g. you miss the last class or leave early, we will post it to you (subject to you attending 70% of the course) but you must supply:

- Self addressed envelope
- First class stamp

Alternatively you may collect the certificate from the Short Course Office. Certificates will be held for up to one month after the course has ended. Replacement certificates can be produced up to one year after completion of your course but will incur a fee of £30.

20. PAYMENT BY CASH

If you require to pay for your course in cash, and the amount is over £500, you will be required to provide photo ID (preferably either a driving license or passport) which we will photocopy and attach to your booking form.

ALL cash bookings requiring a refund will be required to bring photographic ID to collect a refund. This will be photocopied (if not already done when booking) when you come to pick up your refund. Please note that cash refunds can only be offered on weekdays between 10am and 4pm. Please also refer to paragraph 7 above.

21. RECORDING

Due to copyrights, and to respect other participants, the use of audio and/or visual recording is not permitted during any course.

22. FURTHER INFORMATION

This website clearly describes the courses being run for FRA Enterprises Ltd. as maintained by Fashion Retail Academy. Every care has been taken to ensure accuracy but changes may have been introduced after publication since it is the policy of Fashion Retail Academy to constantly monitor its course offer as well as the performance and content of individual courses. Whilst every endeavour will be made to provide the courses and services described, FRA Enterprises Ltd reserves the right to make changes as appropriate for reasons of operational efficiency or due to circumstances, including industrial action, beyond its control. All course titles and descriptions are the copyright of FRA Enterprise Ltd at the Fashion Retail Academy. Registered Number 6793904.