

Terms & Conditions for GroomArts Grooming courses

The cost of tuition is as stated for each of the individual courses as listed in your course email. All course fees must be paid in full in accordance with the terms stated. A booking/registration form must be completed and accompanied by a deposit before a reservation on the selected course will be confirmed.

All deposits are non-refundable under any circumstances. The balance of the course must be paid 2 weeks before the commencement of all courses. Should a student cancel their booking within 28 days of the commencement date of the course, GroomArts will endeavor to sell that place to another student, failing which all fees will be forfeited and any outstanding balance will become due immediately.

Refunds. If a student decides to cancel their remaining course tuition then they will be refunded 50% of the course fees on a pro-rata basis of the time remaining.

Once a booking is made, the course days cannot be changed. Failure to attend booked days will result in a loss of those course days.

The proprietors of GroomArts reserve the right to refuse to accept a student for whom they feel any course is unsuitable. No reason for such a decision may be given.

Students are expected to be punctual and to co-operate with colleagues so as to ensure the smooth running and congenial atmosphere of the salon throughout the duration of the course. All courses begin at 9:15am and finish 5.30pm each day.

In the event of any course having to be cancelled by GroomArts before completion, for whatever reason, participating students will be offered a refund proportionate to the time lost, or offered the opportunity to continue the course at a time mutually agreed.

In the event of any course having to be cancelled by GroomArts prior to the starting date, for whatever reason, a full refund will be made to the student. It should be noted, that GroomArts accepts no liability for additional expenses such as travelling, accommodation fees or other related costs that may have been incurred.

GroomArts will endeavor to provide fair training services to the best of their abilities. If a student feels that we have fallen below a fair standard of delivery, then the student agrees to address their concerns directly with us in the first instance according to our complaints policy. If the parties cannot find a balanced solution in private, then both agree to let the matter be settled through independent arbitration where the decision shall be binding on the student.

We aim to provide the highest quality of training to our students and it is vitally important that we all work in an upbeat, positive and productive atmosphere. It may be possible that a student can have a detrimental impact on the class, which can then spoil the learning experience and reduce the quality of training for others. Therefore, if any student appears to be having a negative impact on the class then GroomArts agrees in the first instance to work with that student to find a positive and equitable solution. Subsequently, if GroomArts decides no solution can be found then the student's training will be terminated immediately and they will be refunded

50% of the course fees on a pro-rata basis of the time remaining. Neither reason nor documentation in support of a detrimental impact may be given.

The student agrees not to use social media or any other means of communication to make defamatory statements about our company, including any of our staff nor make any statements nor any actions that may be deemed to have a negative impact on our business or can bring our business into disrepute.

Non-Solicitation. During the term of your contract with GroomArts Academy and for 1 year after any termination of this agreement, you will not directly or indirectly or in the service or on behalf of others, in any capacity induce or attempt to induce any officer, director, or member of staff to leave the Company. Any such breach of this clause will render you liable to pay us 5 times the current salary of any person so induced to leave.

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

GroomArts would like to advise all students to ensure their tetanus vaccinations are up to date. GroomArts will not be held liable for any mishap that may arise as a result of any student not having done so.

Students completing the City and Guilds Level 3 Certificate and Diploma are expected to keep up to date with assignments and complete all paperwork before the end of the course. If a student fails any of the assessments then they will be given one further chance to pass the assessment. Following a further failure then the student will be liable for the cost of further teaching and assessing.

Students must be aware that to complete their level 3 qualifications, there is an EVOLVE theory examination. The normal cost for this exam is £120 but this fee is included in selected courses including the Level 3 Intensive programme. The whole qualification (certificate and diploma level) must be completed within three years of registration. The final theory exam can be sat at any examination provider. If for any reason the student does not pass then subsequent re-takes will also incur the fee of £120.

Students sitting their final EVOLVE exam must arrive in good time and must familiarise themselves with the examination process prior to the start. Any breach of the exam conditions by the student will result in them being asked to leave. If technical issues arise during the exam then appropriate action and allowances will be made for the student.

Students must sign and date all pages relating to their assignments and their portfolio practical and theory work. This includes all photographic & visual evidence. The student should be aware that GroomArts have many student assessments to carry out and therefore, once all the signed documentation for a student's portfolio has been received it can then take up to two weeks to assess the portfolio. Our IQA may take a further week to check your assessment. Additionally, you should also be aware that your portfolio may be further sent to the City & Guilds External Quality Assessor which can result in a further delay. Then, once City & Guilds receive your completed and assessed portfolio you can usually expect to receive your certificate within 4-6 weeks

Get trained
Get excited
Get a Job you love

Students attending GroomArts purely for the City and Guilds assessments are expected to provide three suitable dogs to groom and have all appropriate paperwork completed.

Students are asked to give details of any medical conditions, disabilities or allergies. Dog grooming is a physically demanding job and involves standing for long periods and some lifting.

If you have any concerns regarding potential health issues please make us aware before booking a place on the course and consult your own G.P.

All students must note that wearing jewellery whilst grooming is not acceptable. Sensible footwear and clothing is the correct attire for your training.

These Terms & Conditions constitute a contract between GroomArts and the undersigned

I have read and accept the terms and conditions. (Please tick this box)

SIGNATURE _____

DATE _____