

The Circle Wellness Academy – Learners Information for Onboarding

Application

- **Personal Details:** Your personal details will be requested during the application process and The Circle Wellness Academy ensures compliance with our GDPR policy to ensure we handle this information responsibly and compliantly
- **Know Your Customer:** During the process of application we will request certified copies of identification (Passport/Driving Licence / National Identification Card *or another form of identification deemed acceptable by the Circle Wellness Academy*) which may also be requested at examinations or assessments.

Payment

- **Time of Payment:** Payment for all Courses shall be made no later than 2 weeks prior to the commencement of the programme unless an individual payment plan has been agreed. To secure your place on The Circle Wellness Academy chosen course, a course a non-refundable deposit of £250 is submitted at the time of application.
- **Non-payment:** If for any reason payment is not received within 2 weeks prior, all deposits paid may be forfeit and the course place may be cancelled.
- **Method of Payment:** Payment for all Courses shall be made by bank transfer, PayPal or Revolut *or by another method agreed by The Circle Wellness Academy*

Acceptance & Cancellation of Courses

- **Offer and Acceptance:** Acceptance of your order shall take place only when The Circle Wellness Academy dispatches its acceptance of your order to you.
- **Cancellation Right:** You have the right to cancel any contract made between us, which includes contracts made exclusively by means of the Internet, e-mail, telephone or other means of distance communication. Notice of cancellation must be received by us during the Cancellation Period, which is the period ending on the expiry of 14 working days beginning with the day after the day on which the contract was concluded. Should the cancellation be received following this date the deposit may not be refunded
- **Limit on Cancellation Right:** Except as otherwise agreed between you and The Circle Wellness Academy, you will not be able to cancel the contract once Delivery of the services has begun which is through face-to-face attendance on course or by logging into Activ IQ eLearning platform to access the course.
- **Transfer of Course:** At the discretion of The Circle Wellness Academy a transfer of course may be possible

In the unlikely event that The Circle Wellness Academy has to cancel a course including but not limited to where:

- The course numbers are below the recommended group size,
- A tutor is ill or
- A venue becomes unexpectedly unavailable,

The Circle Wellness Academy may cancel a course and will offer you a choice of alternative dates. If these dates are not suitable for you The Circle Wellness Academy will provide a refund up to the value of the course

Attendance

The Circle Wellness Academy is not obliged to refund your money or offer you an alternative date if you fail to attend an exam or course

Use of the Website and Courses

- **Computer System:** You are responsible for ensuring that your computer system meets all relevant technical specifications necessary to use the Courses and/or the Website, is compatible with the Courses and/or the Website and is capable of running the Courses and/or the Website content.
- **Course Conduct:** You must not attempt to interfere in any way with the proper working of the Website and/or the Courses and in particular you must not attempt to circumvent security, tamper with, hack into, or otherwise disrupt any computer system, server, website, router, or any other internet connected device.
- **Course Changes:** The Circle Wellness Academy reserves the absolute right to update, alter, suspend or discontinue any aspect of the Courses and/or the Website including your use of and/or access to it.

User Registration

Where the online portal is used as the channel for learning and submissions

- **Awards eLearning:** In order to access and use the Website for an Open or Online Course, you will be sent user log-in details via email within 7-10 working days of purchase.
- **Passwords:** You are solely responsible in all respects for protecting the confidentiality of any password given to you or selected by you for access to or use of the Website and/or the Courses. Your password may only be used by you personally and you must not share it with or transfer it to any third parties. You are solely responsible for any and all activities that occur under your password and account. You must notify The Circle Wellness Academy immediately of any unauthorised use of your password or any other breach of security regarding the Website and/or the Courses which comes to your attention.