



## SCAR THERAPY IRELAND, TERMS AND CONDITIONS

**1. Non-refundable deposits** of €100 are applied to all bookings.

**2. Payment Terms:** All courses must be paid in full 15 days before the online start date. If the course is not paid by this time, your enrolment will be withdrawn and the non-refundable €100 deposit will be withheld.

**3. Cancellation:**

If you cancel your booking prior to the online course, any payments made will be refunded as follows:

3.1 More than 30 days: Courses cancelled more than 30 days from the start of the online course, will receive a full refund excluding the non-refundable €100 deposit.

3.2 More than 7 days: Courses cancelled between 7 and 30 days from the start of the online course are eligible for ONE of the following:

- 50% refund less the €100 non-refundable deposit
- select an alternative therapist to take your place
- consider a transfer as per 3.7.1

3.3 Less than 7 days: Courses cancelled less than 7 days from the start of the online course will not receive a refund. However, you can select an alternative therapist to take your place

3.4 Refunds may take up to 30 days to process.

3.5 Serious illness and other personal circumstances: If you cannot commence your course due to serious illness or other personal circumstances, see above points for the cancellation terms.

3.6 If you commence the in-person course and are then unable to complete all the in-person training days due to illness or other personal circumstances, you may re-book to attend at a 70% reduction in the advertised course fee. The new booking must be made within 12 months of your original course start date.

3.7 Transfers:

If you need to transfer your course:

3.7.1 Rescheduling to an alternative course date is permitted if more than 30 days notice prior to the commencement of the online course is given.

3.7.2 Within 30 days of the commencement of your online course, rescheduling is not permitted for any reason, but you are welcome to send another therapist to take your place as an alternative. This incurs an additional cost of €50 for administration of the name changes and changes to the online portal access.

3.8 In exceptional circumstances, we reserve the right to cancel events/workshops. Under such circumstance, if no training has been started a refund of the event fees will be paid in full. If training has commenced, then alternative course dates to complete the training will be offered free of charge.



4. We will not accept responsibility for any accommodation and travel costs made by attendees for cancelled events.
5. We reserve the right to change venue where necessary.
6. All attendees are responsible for ensuring they meet the entry requirements of the course applied for.
8. Late arrival of more than 60 minutes to an event may mean you will not be allowed to join the event and/or may impact your certification. This may also be treated as a cancellation. Please see section 3.
9. The full duration of the training must be attended to receive a certificate.
10. The copyright and all other intellectual property rights in all event materials shall remain the sole and exclusive property of Restore Therapy Training and Restore Therapy Ltd. You undertake that you will not copy or permit the copying of event materials nor disclose or permit the disclosure to any third parties, nor use the same or similar material for running your own events.
11. Scar Therapy Ireland is not responsible for the treatments given by any therapist after an event is finished or during home study.
12. It is the responsibility of the therapist to keep informed and continue to study the subjects covered in our events. Medical advances or new research may require therapists to make adaptations to advice given based on new information or medical advances.
13. Scar Therapy Ireland and Restore Therapy Ltd make no warranties of any kind, expressed or implied, for services we provide. Scar Therapy Ireland and Restore Therapy Ltd disclaim any warranty, merchantability or fitness for a particular purpose.
14. Scar Therapy Ireland and Restore Therapy Ltd reserves the right to revise its policies at any time. These terms and conditions do not affect your statutory rights as a consumer.
15. Restore Therapy Ltd and Scar Therapy Ireland are committed to protecting your privacy. The information you provide will be used lawfully (in accordance with the Data Protection Act 1998). Your information is only collected to process your registration for the course and to provide you with the best possible service.
16. Anyone registering for training or subscribing to email updates, will be added to the Restore Therapy Ltd and Scar Therapy Ireland mailing lists. Your data is never shared with a 3rd party. Therapists can request to unsubscribe from marketing and/or newsletter emails.
17. We will never collect sensitive information about you without your explicit consent. You can check the information that we hold about you by emailing us. If you find any inaccuracies, we will delete or correct it promptly.
18. Disruptive or abusive behaviour will not be tolerated and will be asked to leave the course. The deposit or full course payments will be withheld.
19. Replacement documents such as lost certificates, manuals or supporting documents are charged at £20 for the administration time.



## 20. IMPORTANT INFORMATION REGARDING THE CASE STUDY

### GRADING POINTS EXPLAINED

20.1 Therapists must achieve Pass in all sections of the Case Study assessment form marked by the tutor, to successfully complete their course.

20.2 Any therapist achieving a Fail in any graded section will receive a communication from their tutor. The tutor will not continue to mark the rest of the case studies once a Fail has been noted in any one section. The next steps will be:

20.2.1 In the case that Fail was given because of insufficient information, the therapist will be informed and be given one opportunity to edit and expand on the case study and re-submit for re-marking (without additional charge).

20.2.2 If further edits are required to be able to successfully mark the case study, a charge of €40 per re-submission will be chargeable.

20.2.3 In the case that Fail was allocated because the therapist noted a decision or detail that demonstrates a lack of client safety or could put the client at some risk, the therapist will be asked to complete further (independent) study of the theory and practical video lessons, and two new case studies (four additional treatments) should be submitted. There will be an additional fee of €40 for the extra administration and a delay in certification until the requirements are met.

### MAKING A COMPLAINT

If a therapist is unhappy about their case study assessment, they should first inform their tutor on [restoretherapyireland@gmail.com](mailto:restoretherapyireland@gmail.com). We hope to resolve all issues as quickly as possible.

If you would like to view our procedures for complaints, please get in touch at: [restoretherapyireland@gmail.com](mailto:restoretherapyireland@gmail.com)