



## **TERMS & CONDITIONS**

Dash Finishing School is an international etiquette consultancy located in Melbourne, Australia. We operate etiquette, beauty, styling & creative programs in Australia and around the world.

### **General Terms and Conditions**

#### Workshop & Program Availability

Dash Finishing School reserves the right to modify the assortment of etiquette and other workshops & programs including dates, times, availabilities and prices according to the constraints imposed by the owner. Dash Finishing School also reserves the right to inform the consumer about the above modifications.

In the case of prolonged unavailability of a workshop or program, Dash Finishing School will propose to the consumer an equivalent substitute course or the total reimbursement of the original course.

#### Prices

Prices are given in Australian Dollar and are exclusive of GST. They are effective at the time of the order's validation by the consumer

#### Payment

The accepted methods of payment include: credit/debit cards (via PayPal), bank transfers, corporate cheques payable in AUD (from an Australian based bank account at least four weeks prior to the course). For any other method of payment, please contact Dash Finishing School via email on [info@dashfinishingschool.com.au](mailto:info@dashfinishingschool.com.au)

#### Course Dates and Timetables

The workshop & program schedules are planned in advance and may be communicated on demand via email or telephone. They are also available on Dash Finishing School's website. Dash Finishing School reserves the right to modify the course schedules and places at any time. In case of complete cancellation of a course by Dash Finishing School, we commit ourselves to reimbursing the cost paid to us for your workshop or program (this does not include travel, accommodation or any other aspects related to the course as travel insurance is suggested) or to rescheduling the course to a later date.

#### Languages

The courses are given in English. Participants in the scheduled group sessions should have a good working knowledge of English. For private sessions and language translation please email [info@dashfinishingschool.com.au](mailto:info@dashfinishingschool.com.au)

#### Reception of Foreign Participants

Each participant is responsible for his or her visa, travel and other administration arrangements.

It is strongly advised that all potential clients requiring a visa make the relevant applications well in advance as exceptions to the company refund policy cannot be made.

#### Audio/Visual

The video or audio recording by a participant of any workshop or program given by Dash Finishing School is prohibited unless agreed in writing. Photos taken by Dash Finishing School that are given to the participants are not to be used on social media without each participant's approval.

Occasionally, Dash Finishing School will film or photograph a workshop or program, or segment of a program, for internal or external marketing purposes. Participants who do not wish to be included must advise Dash Finishing School in writing no less than ten working days before the workshop or program commencement date.

### Insurance

Dash Finishing School maintains Business Liability Insurance.

Each participant shall be regarded as carrying his or her own risk for personal injury or loss of property during the workshop or program.

We strongly recommend that, at the time of booking your travel, you take out a travel insurance policy of your choice. The policy taken should include loss of deposit/registration fee through cancellation, medical insurance, loss or damage to personal property, financial loss through disruption to accommodation or travel arrangements due to business failures, strikes or other industrial action, other Force Majeure occurrences or Acts of God.

It is the responsibility of each participant or, if under the age of 18 years old, the responsibility of the participant's parents to ensure that they, or their children, are covered.

Dash Finishing School does not assume responsibility for adverse reactions to food consumed or items participants may come in contact with or any other adverse medical conditions sustained during a workshop or program.

Dash Finishing School is not responsible for participants during transportation between their home, hotel and the course location.

In addition to the above, Dash Finishing School is in no way responsible for any claims concerning insurance.

### **Booking Terms and Conditions**

A registered place is only confirmed once we have received your deposit or payment in full. You will receive a payment receipt and a Welcome Letter via email. Venue details are included in the Welcome Letter. If you cannot find this email please check your spam folders alternatively you could contact us. Kindly note, we do require prepayment before attending any workshop/program. Discounts are against the company policy unless there is an ongoing promotional offer for a specified period. Our workshops/programs can sell out weeks in advance as numbers are limited. Places are reserved for paid registrations only. If you know you are available on the workshop date(s) we recommend you pay early to avoid disappointment. Dash Finishing School reserves the right to postpone or cancel a workshop/program if minimum numbers are not obtained for that event. Participants will be notified before workshop/program commencement and are entitled to attend another workshop/program or receive a full refund if necessary.

### **Cancellation and Reimbursement Conditions**

#### Dash Finishing School Cancellation

While best efforts are always made to ensure that programmes run as scheduled, we do reserve the right to modify or cancel a workshop or program at any time. A refund will be issued for the direct course fees paid or, where possible, a transfer to another course.

#### Client Cancellation & Reimbursement Policy

*Conditions for makeup, hairstyling, personal styling, floral arranging, art of gift wrapping, chocolate making workshops & beauty & styling programs*

A full refund is only applicable if cancellation occurs three (3) weeks prior to the date of the workshop/program. Refunds are not made after the three (3) week period. If due to unforeseen circumstances, the participant is unable to attend the course, we can however offer the participant a place in one of the upcoming batches depending on availability closer to date. (There is a transfer fee of \$79 applicable for the floral arranging workshop). We do not hold responsibility for no show and cannot guarantee a slot in the future batches. Participants withdrawing after the workshop/program has commenced are not entitled to a refund.

In case of unforeseen circumstances for companies/organisations wanting to cancel the program/workshop, a refund is only applicable prior to 3 weeks to the date of the workshop/program.

Alternatively in case of rescheduling the date, a request must be submitted in writing a minimum of 10 days prior to the date of the workshop/program.

#### *Conditions for the finishing program*

- Transfer Registration Policy: Request for transfer to a future course with a notice of 4 weeks or lesser will require a request in writing to be submitted along with a transfer fee of 10% program cost to cover administration fees and related expenses. A transfer to a future course applies only to the specific training in which the participant is registered.

- Cancellation & Reimbursement Policy: Cancellations & Refunds are available upon written request up until four (4) weeks prior to the training date for which the registration was accepted, with a deduction of a 15% program cost administrative fee. Refunds are not made after the four (4) week period. Dash Finishing School reserves the right to cancel the program if circumstances beyond their control forces this to happen. If this occurs, a full refund will be given to the participants one week before the course commencement date. Alternatively, Domestic & International attendees can receive a credit for future participation.

#### Force Majeure

Dash Finishing School will use its best endeavours to carry out the Agreement as agreed but will not be liable for the loss (whether direct or consequential) suffered by the Client, in the event of Dash Finishing School being unable to complete work in whole or in part due to matters beyond its reasonable control, which expression shall include (but shall not be limited to) acts of God including tempest, fire, earthquakes, or natural disaster; government sanction, embargo, import or export regulation or order; illness, failure in the transportation of equipment, machinery or personnel or in the provision of any utility including power, gas, water, or communication services; labour disputes, including strikes, lockouts, boycotts or other industrial action; war, civil war, sabotage or act of terrorism.

#### **Copyright and Intellectual Property**

Dash Finishing School shall retain ownership of Intellectual Property Rights and all copyright in any workbooks, PowerPoints, manuals or other materials supplied, unless specific agreement is made in writing to assign rights to the Client, as such, all materials provided, either directly or indirectly, are proprietary information of Dash Finishing School and are to be used solely for the individual workshop or program for which they are prepared, for instance, they may not be reproduced for usage with another client or program.