

PAYMENT TERMS AND CONDITIONS



Pilates Institute® is wholly owned by Multitrax Professional Ltd, a subsidiary of Multitrax Group Ltd.

1. Receipt of a deposit and signed course registration form renders students liable for payment of their full course fees, subject to the limitations contained under cancellation below.
2. Full course fees are payable regardless of whether the student completes the course, or is successful.
3. Students who are not up to date with payments will not be eligible to attend workshops or examinations.
4. Study materials, if applicable, will be dispatched by first class post within 7 days of full payment being received; it is the responsibility of the student to ensure collection from the Postal service if delivery to the given address is not possible. Late bookings/payments may result in materials being issued on the first day of training; it is the responsibility of the candidate to familiarise themselves with these materials.
5. If cancellation is received within 21 days of the study pack being dispatched, then full refund less course deposit (if applicable) will be made. No refunds will be given after this period. No refund will be made unless all study materials are returned to Pilates Institute in an 'as new' condition.
6. Cancellations of individual modules received less than 14 days prior to stated dates will incur a penalty fee of £75. Failure to attend any given dates without notifying Pilates Institute will also result in this charge being applied.
7. All sections of the course must be completed and a successful pass mark achieved in the written, practical and coursework assessments. No certificates will be issued until courses are completed to the satisfaction of Multitrax Professional Ltd t/a Pilates Institute.
8. If Multitrax Professional Ltd t/a Pilates Institute is unable to complete all elements of training within the scheduled timetable, all reasonable attempts will be made to provide the candidate with supplementary training solutions. The candidate is required to confirm acceptance of these provisions as final resolution in writing.
9. Practical assessment re-sits are available on a first come first serve basis. Re-sit fees are course dependant, ranging from £35 – 75 and are payable on re-booking.
10. Students have **1 year** to successfully complete any individual training programme. Extension to this period is on an individual review basis and Multitrax Professional Ltd t/a Pilates Institute is under no obligation to grant such requests.
11. All bookings must be placed in writing using the relevant booking form(s). Places cannot be reserved and are not guaranteed until booking form(s) and/or payment is received. Both must be provided before attendance on any part of a training programme will be granted.
12. Travel, accommodation expense and loss of earnings resulting from the attendance of Pilates Institute event are the full responsibility of the candidate. Multitrax Professional Ltd t/a Pilates Institute, under no circumstance accepts any liability for these costs.
13. Places are subject to availability, Multitrax Professional Ltd t/a Pilates Institute reserves the right to cancel, withdraw, change or relocate a workshop. The company are responsible for notifying students of such changes within a reasonable timeframe. Multitrax Professional Ltd t/a Pilates Institute shall not be held liable for any loss of earnings or travel and accommodation expenses as a result of such changes.
14. Multitrax Professional Ltd t/a Pilates Institute cannot be held responsible for cancellations caused by circumstances outside of our control i.e. weather, travel issues, strikes or emergency circumstances at one of our venues. Multitrax Professional Ltd t/a Pilates Institute will make reasonable attempts to respond to such circumstances on an individual basis to achieve a satisfactory resolution.
15. Multitrax Professional Ltd t/a Pilates Institute reserve the right to eject any candidate from a course after an initial verbal warning with no obligation to reimburse course fees. Dependant on the nature of the incident reasonable attempts may be made to assist the candidate in completion of the training.
16. Multitrax Professional Ltd t/a Pilates Institute do not allow use of the materials provided, for any purpose, other than the study of the student. Any duplication of all or any portion of the supplied materials is in direct breach of copyright laws and will result in legal proceedings including full re-imburement of all legal costs incurred.
17. Multitrax Professional Ltd t/a Pilates Institute courses and materials are designed to aid a teacher working with a client. The materials and content are in no way intended or deemed to be sufficient for any student to subsequently train fellow teachers. Multitrax Professional Ltd t/a Pilates Institute will under no circumstances vouch for any student who proceeds to teach fellow teachers using the course contents.
18. Individual courses and Diploma's are subject to change. All existing candidates will have their individual training commitments guaranteed and such changes will not result in failure to meet the certification commitments.

Signature		Date	
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