



TERMS & CONDITIONS

Language of Our Course

1. Language of ALL courses will be in English.

Cancellation of Courses and Changes to Courses

2. We reserve the right to reschedule or cancel courses. Reasons for this may be, but not restricted to, low enrolment numbers, weather warnings and tutor availability. In this instance, a full refund will be given.
3. Publicised course tutors (web and print form) may be subject to change.
4. Many of our courses require a minimum number of enrolments. Where the courses do not reach the minimum number required they will be cancelled no later than 7 days before they are due to start and full refund will be issue to the delegates.
5. Glasgow Orthodontic Academy (GOA) is not responsible for any additional costs you may have incurred, including costs for travel or accommodation.

Cancellation by You

1. Cancellation cannot be processed once you have completed your booking and received your emailed/verbal confirmation of enrolment or a dated payment receipt.

Refunds

1. Course fees are not refundable unless the course is cancelled by GOA.
2. Refunds are not available should you have a change in circumstances that makes continued attendance at the course difficult, or additional responsibilities that affect time commitment to study, and delegates should consider both their availability and commitments carefully at the time of booking with this in mind

Discounted fees

1. To qualify for a reduced or concessionary fee you must be eligible at the time of enrolment and be prepared to provide supporting evidence. Only one concession may be claimed at a time



Course Materials

1. Course fees includes hard/soft copy of the handout.

Travel and Accommodation Bookings

1. We strongly advise delegates to purchase the appropriate insurance cover for any travel or accommodation (booked prior to the course commencing, these will not be reimbursed upon cancellation of the course by GOA.

Complaints

1. GOA makes every effort to ensure you enjoy your course. In the unlikely event that you have a complaint about any aspect, this should be made in the first instance to GOA via email: info@orthodonticacademy.co.uk We will follow GOA's complaints procedure