



Alterna Academy Policies

1. Terms and Conditions

- a. All students must have a valid cosmetology license.
- b. Students must attend all sessions in a timely fashion and be prepared for class.
- c. Missed attendance or leaving class early will result in failure to complete the course.
- d. Students are expected to bring their own tools to class (e.g. scissors, combs, brushes, section).
A complete list of items to bring will be provided during the registration process.
- e. Students are responsible for booking and paying for their own hotel and transportation for their stay.
- f. Students will not be permitted to attend the workshop unless full payment of the attendance fee is made 15 days prior to the commencement date.

2. Payment Policy

- a. Acceptable forms of payment are VISA, MASTERCARD and Check.
- b. Complete payment must be received at the time of booking.

3. Cancellation Policy

- a. Cancellations must be made 30 days prior to the course date in order to receive a complete refund.
- b. Cancellations made after the 30 days prior to the course date are subject to 50% of the cost of the course.
- c. No refunds will be given for any cancellation made within less than 15 days of the course date.
- d. No refunds will be given to for no-show students.
- e. Refunds, if applicable, will be paid by check and mailed and may take up to 30 days to process.

4. General

- a. All courses and fees are subject to change without prior notice.
- b. The educators will make no allowance for tardiness to or absences from class without prior consent. Tardiness or absences, without prior consent, among other things, constitutes such justifiable cause. The educators' decision in all such matters is deemed final. No refunds will be made in the event of dismissal for reasons of tardiness or absences, without prior consent.
- c. It is expected that all attendees will exercise proper decorum befitting the educational setting. Failure to exercise proper decorum shall be grounds for dismissal. The educators' decision in all such matters is deemed final. No refunds will be made in the event of dismissal for reasons of tardiness or absences, without prior consent.
- d. The name Alterna Academy, Alterna Education or Alterna may not be used in any form of advertising, including advertorials, without the prior written consent from Alterna.

5. Returned Check Policy

- a. The return of a check issued to Alterna will result in a \$50.00 service fee. All returned checks will be forwarded to Collections if the amount of the check plus the service fee has not been paid within ten (10) business days of the non-payment.