



Terms and Conditions for Professional Training Services

Course: Diploma in Aromatherapy, Massage for Perinatal Wellbeing

Provider: Wendy Proctor – Pregnancy, Birth and Postnatal Wellbeing, Bristol, UK

Effective Date: June 2026

Please read these Terms and Conditions carefully before enrolling in our blended learning diploma. By placing a deposit, paying in full, or logging into our online learning platform, you agree to be bound by these Terms.

1. Definitions and Interpretation

- "Provider", "We", "Us", "Our": Refers to Wendy Proctor – Pregnancy, Birth and Postnatal Wellbeing.
- "Student", "You", "Your": Refers to the birth worker or practitioner enrolling in the Course.
- "Course": The Diploma in Aromatherapy, Massage and Perinatal Wellbeing, consisting of Part A (Online Theory via our Learning Management System) and Part B (7-Day In-Person Practical Block).
- "Day 1": The first calendar day of the scheduled 7-Day In-Person Practical Block.

2. Prerequisites and Professional Status

2.1 This Course is an advanced qualification specifically designed for birth workers (including but not limited to midwives, doulas, hypnobirthing practitioners, and existing bodywork therapists).

2.2 By enrolling, you warrant that you meet any stated prerequisite criteria (e.g., a foundational understanding of anatomy and physiology or active practice as a birth professional).

2.3 The Provider reserves the right to request proof of relevant professional status or foundational certifications prior to the commencement of the Course.

3. Fees, Payment Options, and Easy Payment Plan

3.1 The total tuition fee for the Diploma Course is **£1,200**.

3.2 **3-Stage Payment Structure:** All enrolled students have access to our flexible 3-stage instalment plan, structured as follows:

- **1st Payment (Deposit & Digital Access Fee): £400** payable at the time of booking to secure your cohort place and unlock immediate access to the online theory portal.
- **2nd Payment: £400** due 4 weeks after your 1st payment.
- **3rd Payment: £400** due 8 weeks after your 1st payment.

3.3 Payment Terms & Certification:

- Course progress and access to learning materials will **not** be paused or restricted while 2nd or 3rd payments are pending; students maintain full access to complete all lessons.



- However, all three payments totalling £1,200 must be paid in full prior to the in-person practical element of the course.

4. Digital Content Delivery and Immediate Access

4.1 Universal Immediate Access: Access to Part A (Online Theory modules and digital manuals via our LMS) is automatically granted to **all registered students immediately upon payment of the 1st Payment (£400 deposit)**.

4.2 Statutory Cancellation Rights Waiver: Under UK Consumer Contracts Regulations, by accessing or streaming any part of the digital platform, you explicitly request immediate supply of digital content and acknowledge that standard 14-day full refund rights are waived once logged in.

4.3 Because proprietary digital assets are delivered immediately upon booking, the **1st Payment of £400 acts as a non-refundable Digital Access & Admin Fee** from the point of registration to cover the proprietary value of the digital curriculum and software licenses.

5. Cancellation, Refund, and Transfer Windows

Because cohort sizes are strictly limited and involve extensive venue and staffing commitments, cancellations are governed by the following terms:

- **Cancellation after Booking (Prior to Practical Block):** If you choose to cancel your enrolment prior to the in-person block, the 1st Payment (£400 Digital Access Fee) is non-refundable. Any subsequent payments made toward future unreached modules will be refunded. Alternatively, you may transfer your booking to the next available cohort free of charge.
- **In-Person Block Cancellations (Less than 21 days before Day 1):** Regrettably, no refunds can be given for payments already made, and transfers are not permitted, as we cannot fill a 7-day practical place at such short notice.
- **Unpaid Instalments upon Completion:** If a student completes all lessons and practical sessions without settling outstanding 2nd or 3rd payments, the agreed remaining balances remain strictly due as a legal debt, and certification will be withheld until the balance is cleared in full.

6. The "On-Call" and Birth Worker Exception

6.1 Full Cohort Interruption: If you are actively on-call and are called away to an active birth client immediately prior to the start of the 7-day practical block, standard refund terms do not apply. Upon providing written verification of the birth attendance within 48 hours, the Provider will grant a **one-time complimentary transfer** of your practical training block to the next available scheduled course intake.

6.2 Missing Individual Days (Mandatory Attendance): To achieve professional accreditation and receive your diploma, 100% attendance of the practical hours is required. If you miss individual days due to attending a birth, you must complete the missed content via one of two paths:

- **Option A (No Extra Tuition Fee):** You may sit in on the specific matching curriculum days during a future scheduled cohort, subject to space and venue availability.



- **Option B (Fast-Track Private Tuition):** You may book private 1-on-1 catch-up tuition with the tutor at a rate of **£50 per hour** to cover the practical hours missed.

7. Student Substitutions

7.1 If you cannot attend the practical block, you may transfer your place to a qualified colleague, provided you notify the Provider in writing at least **14 days** prior to Day 1.

7.2 The substitute student must meet all standard prerequisites and must successfully complete all mandatory online theory modules before entering the classroom on Day 1.

7.3 All financial transactions regarding the transfer of the ticket must be settled independently between you and the substitute; the Provider must simply have received the course fee in full according to your chosen payment option before digital access or classroom rights are officially transferred.

8. Intellectual Property (IP) Rights

8.1 All course materials, including online modules, videos, physical and digital manuals, rubrics, and clinical routines, are the exclusive intellectual property of the Provider.

8.2 Enrolment grants you a personal, non-exclusive, non-transferable license to use these materials for your personal education and clinical practice.

8.3 You are strictly prohibited from copying, distributing, sharing login credentials, or using our curriculum, manuals, or specific assessment frameworks to teach, train, or commercialise your own competitive courses without explicit, prior written consent from the Provider.

9. Professional Standards, Safety, and Classroom Conduct

9.1 **Health and Safety:** The practical block involves physical, hands-on massage and clinical aromatherapy application. Students are expected to maintain professional hygiene, follow clean clinical practices, and respect the physical boundaries of peer students during practical sessions.

9.2 **Contraindications and Personal Health:** If you are pregnant, postpartum, or experiencing a health condition that may impact your ability to safely give or receive treatments during the 7-day practical block, you must inform the tutor prior to Day 1. Reasonable adjustments will be made where clinically safe.

9.3 **Termination of Enrolment:** The Provider reserves the right to ask a student to leave the classroom or terminate their enrolment without a refund if their conduct is deemed unsafe, highly disruptive, or discriminatory toward staff or peer students.

10. Postponement or Cancellation by the Provider

10.1 In rare or extreme circumstances (such as tutor illness, emergency venue closure, or force majeure), the Provider may need to postpone or cancel a scheduled in-person practical block.



10.2 In this event, you will be offered an immediate, guaranteed transfer to the rescheduled dates or the next available cohort. If you cannot make the alternative dates, a full refund of the practical training portion of your fee will be issued.

10.3 The Provider is strictly not liable for any secondary, indirect financial losses, including but not limited to non-refundable accommodation, travel bookings, loss of professional income, or childcare expenses. We strongly advise taking out appropriate independent event or travel insurance.

11. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales, and any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.