



Facial Therapy Specialists International Training Academy Terms and Conditions (hereinafter, the “Terms and Conditions”)

Parties and Scope

Facial Therapy Specialists International (hereinafter referred to as “FTSI”) is a registered charity providing services for the individual, organization, or public body (hereinafter referred to as “You”) (together, the “Parties”).

Language Requirement

All courses are provided in English. All delegates must have a competent level of English and possess reasonable competence in English language reading, writing, and speaking skills.

Booking Process

Courses are hosted via a specialist training platform. Course bookings can be made online at Facial Therapy Specialists International. You are responsible for ensuring the accuracy of your personal details. Full payment must be made at the time of the booking. FTSI does not accept deposits, partial payments, or installment payments. FTSI does not issue invoices for NHS Trust (or other employer organizations’) payment, and all bookings must be made on the FTSI Training Academy Site.

Data Protection

FTSI needs to store and process your personal data to provide you access to its training services. By agreeing to these Terms and Conditions, you consent to FTSI storing your personal data for this purpose. FTSI is committed to protecting and respecting your privacy and will only use your personal details and contact information in accordance with relevant data protection laws and these Terms and Conditions. From time to time, FTSI may contact you about its services. For more information on FTSI’s privacy practices and how FTSI is committed to protecting and respecting your privacy, please review FTSI’s [Privacy Policy](#).

Course and Session Pricing

All prices advertised on FTSI’s website are correct at the time of booking. Please check FTSI’s website for up-to-date prices and member discount codes before you book. Once you have paid for a course, you will receive email confirmation within twenty-four (24) hours of payment. FTSI reserves the right to change any of its prices at any time.

Refunds/Cancellations

Please note, we are unable to offer a refund for any of the FTSI Training Academy courses, recorded webinars, or live webinar sessions. For LIVE Webinars – please ensure you can attend online at the scheduled time/date as FTSI will be unable to refund your registration fees and are unable to provide recorded access for tickets purchased for a Live Webinar Session. If you are unsure about your ability to attend, please wait and purchase access for the Recorded Webinar version.

Payment Terms

One hundred percent (100%) of the course fee must be paid online at the time of booking to secure the registration. The attendance certificate will only be issued to you after attendance at the course or live session.

Discounts

FTSI Members are currently entitled to the following discounts on FTSI Academy courses/sessions (discounts may be subject to future change):

- 30% discount on FTSI Webinar Series
- 20% discount on FTSI Challenging Case Discussion online sessions
- 15% discount on FTSI Online Foundation Course

Postponement of Live Sessions

If, due to unforeseen circumstances, a guest speaker is unavailable at short notice to deliver the Live Session (Webinar), FTSI reserves the right to:

- Postpone the course to a later date and time; and/or
- Refund in part or full payments received should the delegates not wish to attend the postponed course.

Examinations Management of Facial Palsy - Foundation Course

You will be required to pass the final exam at the end of the Management of Facial Palsy - Foundation Course. You will have two (2) opportunities to pass this online exam, so ensure you allow sufficient time and study prior to taking the exam. The certificate of completion will not be issued unless a passing grade of 80% is achieved on the exam. Should the exam not be passed after 2 attempts, you will need to take the full course again.

Non-variation / Relaxation

Any variation of these Terms and Conditions shall be of no force or effect unless expressly agreed in writing between the Parties and signed by a duly authorized representative of FTSI. The failure of FTSI to insist upon strict compliance with any of these Terms and Conditions shall not constitute a waiver of, or otherwise limit, any of FTSI's rights or remedies.

Disclaimer

The training content included in FTSI courses and Live Sessions (Webinar) are suitable for qualified therapists and medics only and are not intended for patient and family education. FTSI's courses and the notes handed out therein are intended for general training purposes only and do not constitute professional advice for patients. More appropriate materials for this purpose can be found on the Facial Palsy UK website or other patient focused support organizations. If other parties proceed with the FTSI Academy training, it is at their own risk and is not a replacement for seeking support from a specialist facial therapist.

Limitation of Liability

In no circumstances (other than in the case of fraud, illegal, or unlawful acts) shall the total liability of FTSI arising from these Terms and Conditions, whether in contract or tort, exceed an amount equal to the course fee paid by you. Neither party shall be liable to the other party for incidental or consequential losses, nor for loss of profit, loss of revenue, loss of goodwill, or loss of opportunity.

Confidentiality

You shall not disclose to any third party any of the documents or information marked as confidential imparted in FTSI's courses except as may be required by law; provided however that FTSI shall be entitled to describe the general nature of the courses under these Terms and Conditions for sales, marketing, and public relations purposes.

Intellectual Property

FTSI shall have exclusive ownership of all materials imparted during the courses and in carrying out the services and shall retain exclusive ownership of any intellectual property contained and provided therein under these Terms and Conditions.

Severability

If any provision of these Terms and Conditions is held to be unenforceable by a court of competent jurisdiction, these Terms and Conditions shall be construed as if such provision did not exist, and the unenforceability of such provision(s) shall not render any other provision of these Terms and Conditions unenforceable.

Entire Agreement

These Terms and Conditions together with any documents referred to or attached constitute the entire agreement between the Parties with respect to the subject matter hereof. All previous agreements or understandings with respect to the subject matter hereof, whether written or oral, are superseded and voided hereby.

Third Party Rights

These Terms and Conditions do not give rise to any third-party rights to enforce any term contained herein.