

Mandala Complementary Studies, Institute of Crystal and Gem Therapists

Booking Terms and Conditions

October 2025

Institute of Crystal and Gem Therapists & Mandala Complementary Studies

2025 Course Booking Terms and Conditions:

1. You are responsible for your own health and wellbeing throughout the course.
2. If you have experienced/are experiencing any of the following, please let the coordinator know in writing before the course commences (any information will be held in the strictest of confidence):
 - i) Epilepsy /Diabetes/ Asthma/ High or Low Blood Pressure
 - ii) Any medical problems of an acute or chronic nature
 - iii) Any emotional or mental trauma that has resulted in your seeking medical advice or treatment.
 - iv) Suffered from any drug (prescribed or otherwise), alcohol or substance abuse
3. If there is any other information that may be useful (i.e for tutored courses - needing wheelchair access or special seating.) Please let Sue Lilly (the coordinator) know before you start the course.
4. You are responsible for the safety of your personal belongings.
5. For ICGT/MCS organised tutored courses the cost of the course covers venue, (where appropriate) tuition fees, course notes.
6. The cost does not cover your travel expenses, any accommodation expenses and food.
7. Withdrawal from course:

If you need to withdraw from a tutored course any deposit is refundable up until two weeks before the start date. After that date only remaining course fees can be refunded before the start of the course.

After the start of the course payment for sessions yet to be attended are not usually subject to a refund, but may be at the discretion of the tutor.

Under the 'pay-as-you-go' scheme, payment for future sessions of a tutor-led course may still be required, in accordance with the signed PAYG agreement between the student and tutor.

If a student wishes to withdraw from a correspondence, email or part-correspondence course, no refunds are given for modules already in the student's possession or for modules that have been already paid for to a third party. On the return of untouched course material a partial refund may be considered under certain circumstances.

8. We reserve the right to ask you to leave a course in the event of any upheld reason (See Grievance Procedure and Code of Conduct, on this website). In that event monies for future lessons will be refunded.
9. If you are dissatisfied with any aspect of your course, Sue Lilly (the Co-ordinator) must be notified in writing within 48 hours. Retrospective complaints are noted through the evaluation procedure and will not be considered as reason for refunds.

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