

Terms and Conditions

****Walker Formulation Academy****

Last updated: 02/07/2026

1. Who we are and how to contact us

1.1 This website, <https://wfacademy.org>, and the courses and services offered on it are operated by ****Lakes Cosmetics Limited****, trading as ****Walker Formulation Academy**** ("we", "us", "our", "the Academy").

1.2 Lakes Cosmetics Limited is a private limited company registered in England and Wales under company number 14630747. Our registered office is at Rydal Holme Rydal Ambleside LA22 9LR.

1.3 To contact us, please email info@wfacademy.org.

1.4 All contracts for the purchase of Courses and Memberships on this website are entered into with Lakes Cosmetics Limited.

2. Definitions

- ****"Course"**** means any online course, class, workshop, tutorial, downloadable material, or other digital educational content offered for purchase on the website.

- ****"Membership"**** means any recurring subscription giving access to Courses, community areas, live sessions, or other ongoing content.

- ****"Materials"**** means all content forming part of a Course or Membership, including videos, documents, formulations, worksheets, quizzes, and community posts made by us.

- ****"You"**** means the person purchasing or accessing a Course or Membership.

- ****"Consumer"**** means an individual acting wholly or mainly outside their trade, business, craft, or profession.

3. These terms

3.1 These terms and conditions apply to all purchases of Courses and Memberships made through the website. Please read them carefully before ordering. By placing an order, you agree to be bound by these terms.

3.2 We may amend these terms from time to time. The version in force at the time of your order applies to that order. For Memberships, we will give you at least [30] days' notice by email of any material change, and you may cancel your Membership before the change takes effect if you do not accept it.

3.3 Nothing in these terms affects your statutory rights as a Consumer.

4. Ordering and contract formation

4.1 Your order constitutes an offer to purchase. A contract is formed when we send you an email confirming your order and providing access details.

4.2 You must provide accurate and complete information when ordering, including a valid email address, as Course access details will be sent to that address.

4.3 We may refuse or cancel an order at our discretion, for example where payment fails, where we suspect fraud or abuse, or where a pricing error has occurred. If we cancel after payment, we will refund you in full.

4.4 Courses and Memberships are intended for purchasers aged 18 or over. By ordering, you confirm you are at least 18 years old.

5. Prices and payment

5.1 Prices are displayed on the website in [GBP/EUR/USD] and [include/exclude] VAT where applicable. The total price payable will be shown before you confirm your order.

5.2 Payment is taken at the time of ordering via our third-party payment processors [e.g. Stripe / PayPal]. We do not store your full card details.

5.3 For Memberships, the subscription fee is charged in advance on a recurring basis ([monthly/annually]) using the payment method you provide, until you cancel. We will send you a reminder before each renewal where required by law.

5.4 If a recurring payment fails, we may suspend access to Membership content until payment is made. If payment remains outstanding for [14] days, we may cancel your Membership.

5.5 We may change Membership prices by giving you at least [30] days' notice by email. The new price will apply from your next renewal after the notice period. If you do not accept the change, you may cancel before it takes effect.

5.6 Promotional prices and discount codes apply only to the specified purchase and period and cannot be applied retrospectively.

6. Access to Courses and Materials

6.1 On confirmation of your order, we will provide access to the Course via [our online learning platform / a member account / download links].

6.2 Unless stated otherwise on the Course page, access to a purchased Course is provided for [lifetime of the Course on our platform / X months from purchase]. "Lifetime" means the period during which we continue to make the Course available on our platform, which we expect to be no less than [12/24] months from your purchase.

6.3 Membership content is available for as long as your Membership remains active and paid.

6.4 Access is personal to you. You must not share your login details or allow anyone else to access the Materials through your account. We may suspend or terminate accounts that are shared or misused.

6.5 We aim to keep the platform available at all times but do not guarantee uninterrupted access. We may occasionally suspend access for maintenance or updates. We may update, improve, or replace Materials, provided this does not materially reduce the substance of what you purchased.

6.6 You are responsible for having a suitable device and internet connection. Minimum requirements, where relevant, are stated on the Course page.

7. Your right to cancel (14-day cooling-off period)

****Digital content (pre-recorded Courses and downloadable Materials)****

7.1 If you are a Consumer, you normally have the right to cancel a distance purchase within 14 days without giving a reason, under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

7.2 However, for Courses consisting of digital content, if you request ****immediate access**** during the 14-day period and expressly acknowledge at checkout that you will ****lose your right to cancel**** once access begins, the right to cancel is lost when we provide access. We will ask for this consent by way of a checkbox at checkout and will confirm it in your order confirmation email.

7.3 If you do not give that consent, we will provide access only after the 14-day period has expired, and you may cancel at any time before then for a full refund.

****Services and Memberships (live sessions, ongoing subscriptions)****

7.4 For Memberships and for Courses that include live or ongoing elements, you have the right to cancel within 14 days of the start of the contract. If you asked us to begin providing the service during the cancellation period and then cancel, we may deduct an amount proportionate to the service already provided; the remainder will be refunded.

7.5 To exercise your right to cancel, email us at [CONTACT EMAIL] with a clear statement that you wish to cancel, or use the model cancellation form in the Schedule to these terms. Refunds will be made within 14 days using the same payment method you used, without additional charge.

8. Cancelling a Membership (after the cooling-off period)

8.1 You may cancel your Membership at any time via [your account settings / by emailing us]. Cancellation takes effect at the end of your current billing period, and you retain access until then. No further payments will be taken.

8.2 Except where required by law or stated otherwise, fees already paid for the current billing period are non-refundable on cancellation.

9. Refunds outside the cooling-off period

9.1 Under the Consumer Rights Act 2015, digital content must be of satisfactory quality, fit for purpose, and as described. If a Course is faulty (for example, files that will not open or videos that will not play) and we cannot fix the fault within a reasonable time, you are entitled to a price reduction or refund as the law provides.

9.2 [Optional goodwill policy: In addition to your legal rights, we offer a [14/30]-day satisfaction guarantee on [specified Courses]: if you are not satisfied, email us within [X] days of purchase and we will refund you in full, provided you have completed no more than [X]% of the Course.]

9.3 Refunds are not given for change of mind after the cancellation period, failure to complete a Course, or failure to achieve a particular personal outcome.

10. Intellectual property

10.1 All Materials are owned by or licensed to Lakes Cosmetics Limited and are protected by copyright and other intellectual property laws.

10.2 We grant you a personal, non-exclusive, non-transferable licence to access and use the Materials for your own personal learning and, where a Course is described as suitable for professional development, for use in your own business practice.

10.3 You must not, without our prior written consent:

- (a) copy, reproduce, distribute, sell, sub-license, publish, or make the Materials available to any third party;
- (b) share Course videos, documents, or downloads publicly or privately, including in group chats, forums, or file-sharing services;
- (c) use the Materials to create a competing course, teaching programme, or publication;
- (d) remove or alter any copyright or branding notices.

10.4 Formulations, recipes, and methods taught in the Courses may be used by you to make products, including products for sale in your own business, subject to clause 11. What you may not do is resell or republish the teaching Materials themselves.

10.5 If you breach this clause, we may suspend or terminate your access without refund, and we reserve all other legal remedies.

11. Educational content disclaimer — important for cosmetic formulation

11.1 The Courses are educational. They provide information and training on cosmetic formulation and related science. They do not constitute professional, regulatory, or safety advice for any specific product you make.

11.2 You are solely responsible for ensuring that any product you formulate, manufacture, or sell complies with the laws applicable to you, including (where relevant) the UK Cosmetics Regulation, EU Regulation (EC) No 1223/2009, or other applicable frameworks — including obtaining a Cosmetic Product Safety Report (CPSR)/safety assessment, notification, labelling, and good manufacturing practice.

11.3 Example formulations provided in the Courses are teaching examples. They have not been safety-assessed for sale, and you must obtain your own safety assessment before placing any product on the market.

11.4 You are responsible for working safely when carrying out any practical work, including handling raw materials, heat, and equipment, and for following supplier safety data sheets.

11.5 We make no guarantee that you will achieve any particular result, qualification, income, or business outcome from taking a Course.

12. Community and acceptable use

12.1 Where a Course or Membership includes access to a community area, group chat, or live sessions, you agree to behave respectfully and lawfully. You must not post content that is unlawful, offensive, defamatory, infringing, or promotional/spam.

12.2 We may moderate, remove content, and suspend or exclude users who breach this clause. Content you post remains yours, but you grant us a licence to display it within the community and to use anonymised questions and discussions for educational purposes.

13. Our liability

13.1 Nothing in these terms excludes or limits our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot be excluded by law.

13.2 If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breach or negligence. We are not responsible for loss that is not foreseeable.

13.3 We supply Courses for [personal use / personal use and professional development]. We are not liable for business losses, including loss of profit, loss of business, or business interruption, arising from your use of the Materials, including products you formulate or sell.

13.4 Subject to clause 13.1, our total liability to you in connection with any Course or Membership shall not exceed the total amount you paid us for that Course or for the 12 months of Membership preceding the claim.

14. Suspension and termination by us

14.1 We may suspend or terminate your access to a Course or Membership if you materially breach these terms (including account sharing or IP infringement), abuse our staff or community members, or initiate an unjustified chargeback. Where the breach is remediable, we will normally give you notice and an opportunity to remedy it first.

14.2 If we permanently withdraw a Course during your promised access period for reasons other than your breach, we will offer a proportionate refund or equivalent alternative access.

15. Events outside our control

We are not liable for delay or failure to perform caused by events outside our reasonable control, including platform outages by third-party providers, internet failures, or other force majeure events. We will take reasonable steps to minimise the effect and resume performance as soon as possible.

16. Data protection

We process your personal data in accordance with our Privacy Policy, available at [LINK]. By using the website you acknowledge that processing as described there.

17. Complaints

If you have a complaint, please contact us at [CONTACT EMAIL] and we will aim to respond within [5] working days. If you are a Consumer in the EU, you may also access the European Commission's Online Dispute Resolution platform. [Adjust/remove depending on whether you sell to EU consumers.]

18. General

18.1 We may transfer our rights and obligations under these terms to another organisation; this will not affect your rights.

18.2 You may not transfer your rights or your Course access to another person without our written consent.

18.3 Each clause of these terms operates separately. If any court finds any of them unlawful, the remaining clauses remain in full force.

18.4 These terms are governed by the laws of England and Wales. If you are a Consumer, you may bring proceedings in the courts of England and Wales or, if you live in Scotland or Northern Ireland, in the courts of your home nation, and you benefit from any mandatory consumer protections of the country where you live.

Schedule — Model Cancellation Form

(Complete and return this form only if you wish to withdraw from the contract)

To: Lakes Cosmetics Limited, trading as Walker Formulation Academy, [ADDRESS], [EMAIL]

I hereby give notice that I cancel my contract for the supply of the following digital content/service:
[COURSE/MEMBERSHIP NAME]

Ordered on: [DATE]

Name of consumer:

Address of consumer:

Signature (only if this form is notified on paper):

Date: