



Where can I find an application form?

Simply [apply online now](#), and you will instantly be covered, providing copies of your certificates are sent to BABTAC HQ within 14 days and qualifications are accepted.

How do I know if my certificates are accepted?

You can always guarantee that your certificates are accepted if the course is accredited by BABTAC or is an international qualification such as CIBTAC or CIDESCO. Other accredited courses are accepted, we will happily check if you would like to send us a copy. You may also need pre-requisites, for instance a manicure and pedicure qualification to be insured for nail extensions. If you have an overseas qualification we would advise you to get **Naric UK** to translate and authenticate your qualification.

What if I don't have my certificates yet?

A letter from your college or training provider on headed paper explaining what you are qualified in is sufficient, until we receive a copy of your certificates. Once you have received your certificates, pop a copy across to us, so we can update your details. A full breakdown of units will need to be received to activate the insurance.

How long will it take for me to be insured?

As long as you have supplied all the relevant documents and that we accept the training and qualification, you will be insured from the day we receive them.

When will I receive my welcome pack?

We will post your Welcome Pack to you a maximum of 7 working days from the date we have received everything from you, including all certificates.

How can I send my application?

Apply online now or simply by post, fax, or email, whichever is easiest for you. You can find all the details on our **contact us** page.

I'm not appearing for your salon search, how do I get listed?

Phone or send us an email, we'll check if the details are correct for you and opt you in to getting listed. Please note that if you have opted out of DPA you can't be listed.

I don't have a website but I do have a Facebook page, can I have this listed on the salon search instead?

Due to Facebook policies only Facebook pages can be listed and not personal profiles as this is a public profile and has been authorised by the Facebook team.

I have the experience, do I need qualifications to be insured?

Yes, we will only offer insurance to members who have qualifications.

I'm already a member, but have recently completed a new course, how do I get insured for my new treatment?

Send us a copy of your new certificate and we will update your details. Then we will send a new certificate of insurance to you, free of charge! The only exception is if the treatment is an **advanced treatment extension**, or you do not have the pre requisites required. Charges may apply.

I have salon membership, what happens if a therapist leaves?

If a therapist leaves, not to worry, you can replace a therapist free of charge until your membership is due for renewal. We will require all copies of qualifications for the new therapist to be insured.

What happens if I lose my badge?

Give our friendly team a quick call or email and we'll send you a replacement badge. Replacement badges are £5.00.

How do I register to the BABTAC website?

Register at babtac.com, on the Members Area section. You will then receive your password within 48 hours.

What do I do in the event of a claim?

Simply ring our insurance brokers Balens on 01684 893006. They'll ensure your claim is handled sympathetically and efficiently.

Do you provide contents and stock insurance?

Not directly but our brokers Balens do and being a BABTAC member you'll get preferential rates call them on 01684 893006.

I would like my insurance today, can this happen?

You can [join online](#) or give us a call, expect the call to last around 5 minutes! You must send your certificates to us within 14 days. As long as you have fulfilled all criteria on application, you will be insured from the date we receive the application or when we speak to you, but you may not always receive your evidence the same day.

I've missed my renewal date, what do I do now?

We can't back date your membership to when it expired, but you can simply [renew online](#) now. Alternatively, give us a quick call to renew over the phone.

What happens after I renew or join at a trade show?

Your application will arrive following the end of the show and we will process as quickly as possible. We recommend that certificates are sent within 14 days of the end of the show to validate your membership, and insurance, then we can send your Welcome Pack.

How do I enter the BABTAC & CIBTAC awards?

BABTAC Awards are a great way to prove your excellence and boost business! You would need to be a member to enter, we will announce entries are open via email and on our social media pages. You can download application forms on the website.

How do I make the most of my member benefits?

Simply check out your [member's area](#) and find a link through to the [Benefits by BABTAC](#) website, where you can find over 60 money-saving benefits. Check out [Partnerships by BABTAC](#) too, which offers you exclusive industry and business discounts. We regularly add new benefits, keep checking your [member's area](#) and [Vitality magazine](#). Find our latest [member benefits](#).

Do you insure for teeth whitening, Botox or fillers?

No, as there is not currently a Government recognised qualification, but we're working on it.

Why are these changes being made?

The beauty industry has undergone significant shifts in the last year; these increased standards are the result of consultation with our members and training providers; in addition to our role in consultation with the BSI, on the Keogh Review and our corporate taskforces.

The article in Vitality said that I might need to up skill; how will I know?

In some cases, our members will need to take one or two additional training courses to continue to qualify for insurance. Don't panic, you will have 24 months to do this, but in certain cases, training may be out-of-date or obsolete. Anyone affected by these increased standards will be advised at the time that they renew and will have a letter in their welcome pack making it clear as well.

It says you are introducing more pre-requisites; how will this affect me?

In order to protect public safety, we already have lots of pre-requisites in place, to make sure therapists are capable of offering the treatments they are insured for. Each year, we review these pre-requisites several times to make sure they are high enough. The Keogh Review and our Corporate Taskforces have meant we are changing a few of these, but anyone affected will be notified when they renew; for example, Laser & IPL therapists should be working toward Level 4 training by end of 2015.

I'm already a member and I've moved home, what do I do?

Pop us a quick call or email to let us know you have moved, as this could affect your insurance and listing on the BABTAC website.

I would like my course to be BABTAC Accredited, how do I do this?

Check out our **Accreditation** page. If you have any questions our Short Course Accreditation team will be more than happy to help sca@babtac.com. Their working hours are Monday to Wednesday, 9:30 – 5.

What is your refund policy?

Refunds before 14 days can be given, after 14 days will incur a £45 admin charge.