

SASSOON
TERMS AND CONDITIONS FOR TRAINING COURSES
BOOKINGS

The terms and conditions set out below and our Privacy Policy together form the agreement between you and Sassoon Academy relating to our training courses.

If you have any questions relating to these Terms and Conditions, please contact edservices@sassoonglobal.com.

These Terms and Conditions do not affect your statutory rights.

1. General Booking Information

- 1.1 All training courses are provided by Haircare Limited (a company registered in England and Wales under Company Registration Number 02336232 and whose registered office is at First Floor, Lynchgate House, Canon Park Shopping Centre, Canley, Coventry CV4 7EH) trading as Sassoon Academy. In these Terms and Conditions Haircare Limited trading as Sassoon Academy is referred to as "Sassoon", "Sassoon Academy", "us" or "we".
- 1.2 Sassoon is unable to reserve a place for any student on a training course or give a booking confirmation until you make payment of the course fees in full or make payment of a deposit to us. A deposit of 20% of your course fee is required.
- 1.3 By booking onto a training course and paying a deposit or making payment in full of the course fees you ("you", "your" or "the student") are acknowledging that you have read, understood and agree to be bound by the terms and conditions contained in these Terms and Conditions.
- 1.4 Your booking is not confirmed until it has been acknowledged by us. We will use reasonable endeavours to send you confirmation of your booking within five (5) working days of the earlier to occur of you making payment of the deposit or payment in full of the course fees.
- 1.5 Sassoon reserves the right in its discretion to decline any application for enrolment on a training course.
- 1.6 All courses are conducted in English. It is the responsibility of any student who does not speak or understand English to the level necessary to undertake a training course to arrange their own interpreter for the course. Where a student does not speak or understand English to a necessary level no participation "hands on" works sessions will be permitted without the presence of a competent interpreter.
- 1.7 Save for those courses specifically titled as a beginner's course, students must have a basic knowledge of how to cut hair. If you are unsure as to whether your level of experience will be sufficient you should speak to Sassoon before making a booking. By booking on any course save for the beginners course you are confirming that you have the necessary expertise to undertake the course. Refunds will not be granted where it subsequently transpires that you do not have the necessary expertise.

2. Cancellation and Refunds

- 2.1 Where you book your course by email, over the internet, by telephone or otherwise than in person at our office you may cancel your place on a course at any point within 14 days of the date we email you to confirm acceptance of your booking. However, once you have completed a training course with Sassoon Academy you cannot change your mind even if the 14 day period is still running. If you cancel within the period of 14 days and after your training course has commenced but before the course has been completed you must pay us for the

training received up until the time you tell us you have changed your mind. We will confirm your cancellation in writing to you.

- 2.2 Deposits and course fees are non-refundable save where:
- 2.2.1 the course is cancelled pursuant to clause 2.1, and/or
 - 2.2.2 where you give Sassoon notice of cancellation in writing 90 days or more before the commencement of the course; and/or
 - 2.2.3 you are on a CAS visa in which case clause 10 of these Terms and Conditions will apply to you and that clause details your right to a refund where you are refused a CAS visa; and/or
 - 2.2.4 you are on a STS visa in which case clause 10 of these Terms and Conditions will apply to you and that clause details your right to a refund where you are refused a STS visa; and/or
 - 2.2.5 the course is cancelled by Sassoon except where such cancellation is caused by an act of God or Terrorism.
- 2.3 In the event that you cancel your place on a course in accordance with clause 2.1 and the course has already commenced, the deposit and/or course fee to be refunded to you will be subject to deduction of course costs to the date on which we received your notice of cancellation and the administration fee referred to in clause 2.4 below.
- 2.4 Save in respect of students requiring a CAS Visa or STS visa which are dealt with in clause 10 below, any refund of deposit or fees made in accordance with these terms and conditions or which we otherwise agree to make to you will be subject to a deduction of an administration fee of £75 (inclusive of VAT).
- 2.5 Once Sassoon has notified you of the commencement date for your course you will not be entitled to transfer to another course unless we are given not less than 60 days' notice in writing by you of your wish to transfer to another course.
- 2.6 Cancellations can be made by contacting us at edservices@sassoonglobal.com or by using the Model Cancellation Form at the end of these Terms and Conditions.

3. Payment of Fees

- 3.1 Fees must be paid to Sassoon without deduction.
- 3.2 The outstanding balance of the course fee must be paid to Sassoon not less than 28 days prior to the commencement for the course. Students will be unable to start a training course unless the course fees have been paid in full not less than 28 days prior to the course commencing save where you book less than 28 days prior to the course commencing in which case the course fee must be paid in accordance with the timing we will notify to you.
- 3.3 Where Sassoon agrees that you may pay your course fees on our extended payment plan it reserves the right to suspend or cancel your continued participation in the course where any payment due under the payment plan is not made on the due date for payment.
- 3.4 Where a student has failed to pay the full course fees they will not be entitled to sit any exam or examinations relating to the course and will not be credited or awarded with the qualification relating to the course.
- 3.5 Where applicable all fees quoted are inclusive of VAT at the current rate. Those students or course recipients who are established outside of the UK will not be charged UK VAT provided that they can demonstrate they are carrying on a business for example by provision of a VAT number.

- 3.6 All courses and fees are subject to change without prior notification and Sassoon reserves the right to cancel a course where there are insufficient numbers booked on the course for it to be viable for Sassoon to conduct the course. In the case of such cancellation you will at the discretion of Sassoon be offered a place on another course or where you decline such offer or no suitable alternative course is available you will be refunded in full for all sums paid by you in respect of such cancelled course.

4. Course Times and Dates

- 4.1 All courses commence on a Monday unless otherwise stated.
- 4.2 The Sassoon Academy will be closed over the Christmas holiday period and on all UK public and bank holidays.
- 4.3 Save for the diploma course which commences at 9:30am all courses will commence at 10am and finish at approximately 17:30pm Monday to Friday. Sassoon may vary the course hours at its discretion without prior notice where it considers such variation is necessary or desirable.

5. Equipment and Uniform

- 5.1 Students are not required to wear a uniform however they are expected to dress as if they were working in a salon. Further details as to the standard of dress and hygiene required for long term students (being those students who are on a course of 16 weeks or greater) are contained in the Sassoon Academy School Code of Conduct Etiquette and Rules with which long term students are required to comply and a copy of which you acknowledge has been provided to you when you sign the same.
- 5.2 Details of equipment provided by Sassoon to students will be set out in an equipment list.
- 5.3 The student acknowledges that all equipment provided by Sassoon will be and remains the property of Sassoon and will be handed over by the student to Sassoon on demand and in any event on the completion or earlier termination of the students attendance on the course and the student will certify that all such equipment has been handed over on request by Sassoon. Students will be liable to compensate Sassoon in respect of any loss or damage to Sassoon's equipment.
- 5.4 Students will be required to bring cutting scissors (6 inches maximum), flat-backed brushes, combs:- fine tooth cutting comb, (tail comb and large toothed comb – for tinting when applicable) and sectioning clips when attending the courses.
- 5.5 All equipment provided by the student together with valuables or personal property brought by the student to the course will remain the responsibility of the student and should not be left unattended at any time. Sassoon will not accept liability for any loss or damage to any such equipment, valuables or personal property.

6. Identification

- 6.1 UK immigration rules and regulations require us to obtain confirmation from you that you are legally entitled to be in the UK to undertake a training course with us. For these purposes we require all students to provide us with one of the following documents on the first day of their course and prior to training commencing and we will make copies of those documents and deal with them in accordance with the privacy notice for students and models a copy of which should have been provided to you but can be requested from edservices@sassoonglobal.com:
- 6.1.1 A current valid passport with a photo page;
- 6.1.2 A valid EU national card with a photo page; or
- 6.1.3 a current UK full or provisional photocard driving licence.

- 6.2 If you fail to provide these identification documents to us you will not be able to undertake a training course with us and where we cancel your course due to your failure to provide suitable identification documents to us any deposit and course fees paid by you will be non-refundable.

7. Time-Keeping, Adherence to Rules and Absenteeism

- 7.1 Students must comply with all Health and Safety Policies and Rules of the Sassoon Academy which are notified to them. Where a student is disruptive to other students, breaches Health and Safety guidelines or Sassoon Academy School Code of Conduct Etiquette and Rules or Regulations or endangers themselves or others Sassoon reserves the right to require the student to leave the premises and/or to dismiss them from the course. Students that are asked to leave the course for the above reasons will not be entitled to a refund of course fees nor will they will be entitled to a certification or qualification for the course.

- 7.2 As all courses are of an ongoing and continuous nature lateness or absenteeism is not permissible save with the prior consent of the Sassoon Academy Principal. Students who fail to give justifiable cause or obtain consent for lateness or absenteeism may be required to leave the course. The Sassoon Academy Principal's decision will be deemed to be final. Students who are asked to leave the course for the reasons set out in this clause will not be entitled to a refund of course fees nor will they be entitled to a certification or qualification for the course.

8. Complaints and Appeals

- 8.1 Complaints in the first instance should be made to the course tutor or teacher. If you are unhappy with the outcome or if the complaint relates to the teacher and you do not want to make the complaint direct to them then complaints should be raised with the Sassoon Academy Principal. If you are unhappy with the outcome of the decision then appeals can be made to Sassoon's General Manager whose decision shall be final and binding.

- 8.2 Where possible all complaints should be made as soon as possible and in any event within 24 hours or the next working day of the matter giving rise to the complaint. Where complaints are made outside that time it is not always possible to deal with them due to the length of time that has passed. Save where it was impossible to make a complaint earlier Sassoon will not deal with complaints made after the course has been completed.

9. Copyright

- 9.1 All intellectual property rights in any course materials shall remain the property of Sassoon and are given to the students solely for use during the course and the copying or reuse of the materials outside of the course is strictly prohibited.
- 9.2 The student shall not use the names Vidal Sassoon, Vidal, Sassoon or Sassoon Academy or any similar variation thereof and all intellectual property rights in those names are the property of Sassoon.

10. CAS Visas and Other Visas

- 10.1 Students who require a Confirmation of Acceptance for Studies Visa ("CAS Visa") are entitled to a refund of any deposit or fees paid where such student is refused a CAS Visa prior to commencement of the course on which the student has enrolled. In order to receive a refund the student must provide Sassoon with proof of the refusal of their grant of a CAS Visa in a form acceptable to Sassoon.
- 10.2 Any refund of fees or a deposit to a CAS Visa student whose CAS Visa is refused will be subject to an administration fee of £75 (inclusive of VAT). The administration fee will be deducted from the amount refunded to you.
- 10.3 Students who require a Short-Term Study Visa ("STS Visa") are entitled to a refund of any deposit or fees paid where such student is refused a STS Visa prior to commencement of the course on which the student is enrolled. In order to receive a refund the student must provide Sassoon with proof of the refusal of their grant of a STS Visa in a form acceptable to Sassoon.

- 10.4 Any refund of fees or a deposit to a STS Visa student whose STS Visa is refused will be subject to an administration fee of £50 (inclusive of VAT). The administration fee will be deducted from the amount refunded to you.
- 10.5 Sassoon will not give refunds of deposits or fees paid where any visa other than a CAS or a STS Visa is refused.
- 10.6 It is the responsibility of all students to ensure that they have any necessary visa or authorisation which is required for them to be able to undertake the course and/or to remain in the UK for the duration of the course.

11. Miscellaneous

- 11.1 Sassoon will provide non-professional models wherever possible but students are advised that in the event of model shortages alternative programs may be introduced into the published curriculum without prior notice.
- 11.2 It is Sassoon's policy that in the case of any students attending its courses who are employed or sponsored by other salons that Sassoon will not solicit that student for the purpose of employment with Sassoon or its associated entities while that student is participating or attending a course.
- 11.3 By accepting these Terms and Conditions you warrant that for courses of greater than a week's duration you are 18 years old or over. It is Sassoon's policy that students under the age of 18 will not be accepted on courses of longer than one week's duration.
- 11.4 Where you ask us to provide extra copies of your diploma for any reason including where you have lost the original diploma provided to you an administration charge of £12 (including VAT) will be charged by us in order to provide you with duplicate or replacement copies.
- 11.5 We may transfer our rights and obligations under these Terms and Conditions to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under these Terms and Conditions.
- 11.6 You are not permitted to bring any child under the age of 16 into the Sassoon Academy building during the duration of your training course.
- 11.7 It is your responsibility to notify us of any allergies or medical conditions which you consider may affect your ability to undertake or complete the course.

12. Sassoon's Responsibility for Loss or Damage Suffered by You

- 12.1 If we fail to comply with these Terms and Conditions, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it either is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example you discussed it with us during the sales process.
- 12.2 We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights.
- 12.3 We are not liable for business losses. We only provide our training courses to individuals and we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

13. Law

13.1 These terms and conditions are governed by the laws of England and Wales and the parties submit to the jurisdiction of the courts of England and Wales.

MODEL CANCELLATION FORM FOR CONSUMERS

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

To: Haircare Limited t/a Sassoon Academy
58 Buckingham Gate
Westminster
London SW1E 6AJ

Email: edservices@sassoonglobal.com

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods [*]/for the supply of the following service [*],

Ordered on [*/received on [*],

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

[*] Delete as appropriate

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