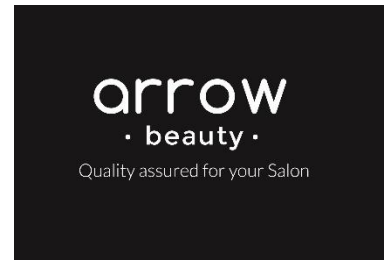




# arrow beauty

## Training & Workshops



arrow beauty offers the full complement of Training (online and workshop) for Salons and Beauty Therapists.

Whether you're looking for intensive 1-1 Salon Training for yourself or new Staff members or Upskill Training for you or your Staff OR maybe it's some In-Salon Refresher Training to hone those treatment skills ahead of a busy season, arrow can help and ensure your Salons ongoing success.

arrow beauty also provides full Training for all 'New' products and systems ensuring you are fully Trained and ready to introduce these to your Salons Menu.

Our Trainers draw on many years of experience from within the Beauty Industry as all are Qualified Beauty Therapist having worked in Salon, been Salon Owners, industry Sales People or even Tutors.

You can trust arrow beauty as we are fully supported by International Trainers through the exclusive brands we represent. Not only do we have complete access to the latest Training tools and techniques adopted overseas we've also been Trained by these same Trainers.

And for ultimate confidence ALL arrow beauty Training and Workshops subscribe to the highest 'best practice' Code of Compliance and Health and Safety Standards of the NZ Beauty Therapy Association of which arrow beauty is a '20 year plus' Supplier Member.

**So Training with arrow beauty is Quality assured for your Salon.**

### Terms and Conditions for Training and Workshops (including On-line Training):

1. Arrow Beauty can offer the full complement of Trainings for Salons and Beauty Therapists either In-Salon, Online or through Workshops;
  - a. **'Salon'** means, Beauty Salon, Spa, Beauty School and/or any business type supplied by arrow beauty.
  - b. **'Training'** means, the actual instruction provided in the use, application or otherwise of any product or system delivered by arrow beauty either via 1-1 Salon Training, On-Line or Workshop Training.
  - c. **'Training programme'** means the Educational Content delivered within the Training for a specific Arrow Beauty product or service.
  - d. **'Trainer'** means, an arrow beauty qualified Employee who delivers product or system Training on behalf of Arrow Beauty.
  - e. **'Trainee'** means, anyone suitably qualified to receive Training from a Trainer OR any approved Salon by Arrow Beauty to receive Training from a Trainer.
  - f. **'Model'** means, anyone who is used during the course of Training for the purposes of demonstration or instruction by the Trainer and/or anyone who is used by a Trainee for the purposes of learning, practice or guidance.

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- g. **'On-line'** means delivery by internet e-methods and includes all types of e-communications, including the likes of Zoom, Skype, Microsoft Teams.
- h. **'e-meeting'** means any meeting via e-communications such as Zoom, Skype and/or Microsoft Teams
- i. **'Scheduled Training'** OR **'Scheduled Date of Training'** OR **'Date of Scheduled Training'** OR **'Day of Scheduled Training'** OR **'Training Day'** means, the actual date and time at which Training is to commence and then occur.
- j. **'Training Costs'** means, the cost of Training + GST and includes; the Trainers time, products used and all associated materials for Training purposes.
- k. **'Training Calendar'** means the Scheduled Training Dates throughout a Typical Calendar year as set down by Arrow beauty

2. Payments for Training;

- a. For Training that requires payment from the Salon or Trainee, Full payment must be received by Arrow Beauty **14 days prior** to the Date of Scheduled Training unless agreed to in writing by Arrow Beauty or a representative.
  - i. The Salon and/or Trainee will receive a pro-forma invoice from Arrow beauty outlining the charges relating to the specific course being attended.
  - ii. The pro-forma invoice will also detail the amount of any **Deposit required to be paid** by the Salon and/or Trainee.
  - iii. The payment of any **Deposit is mandatory** to secure the Salon and/or Trainees position on the Training or Workshop.
  - iv. Arrow beauty requires the payment of any Deposit to be **within 7-days** from the date of Pro-forma invoice
  - v. Deposits are non-refundable
- b. If Full payment is not received 14 days prior to the Date of Scheduled Training Arrow Beauty reserves the right re-invoice the Salon or Trainee imposing an extra 10% +gst additional charge for 'Late Payment.'
- c. This Late payment Fee is charged to the Salon and/or Trainee in order to allow Arrow Beauty to 'Hold Open' the Salon or Trainees Date of Scheduled Training or Position within a Workshop.
- d. Also Refer Clause 3. iii and iv - Cancellation of Training
- e. Also Refer Clause 4.- 'No Show' OR Failure to attend Training
- f. Workshop Payments;
  - i. The payment of any Deposit for a Workshop Training secures the place of the Salon and/or Trainee on that Workshop
  - ii. Full Workshop payments must be received as per Clause 2.a and 2.b.
  - iii. Arrow Beauty reserves the right to refuse to provide Training to any Salon and/or Trainee for any Workshop payment that remains unpaid on the Day of Scheduled Training.
  - iv. Payment may be accepted on the Day of Scheduled Training or accepted as per Terms agreed to by Arrow Beauty or a representative.
- g. On-line Payments;
  - i. The payment for any On-line Training secures the place of the Salon and/or Trainee for that Training.
  - ii. Access to the Trainees On-line Training Portal will be granted following a successful initial e-meeting.

3. Notices of Cancellation or Changes in Scheduled Date of Training;

- a. Arrow Beauty reserves the right to cancel any scheduled dated Training or Workshop for any reason.
  - i. In the event of cancellation by arrow beauty the Salon and/or Trainee will be notified as soon as reasonably practical in the circumstances but in any case, notification of any cancellation will be no later than 1 working day prior to the Scheduled Date of Training.
  - ii. The Salon or Trainee indemnifies Arrow Beauty from any type of loss incurred by the Salon or Trainee as a result of any cancellation.
  - iii. In the event of cancellation by Arrow Beauty the Salon and/or Trainee will receive a full return of the Training costs paid to Arrow beauty prior to the Scheduled Date of Training.
    - 1. This Return will be provided for any cancellation that occurs up to and including on the Day of Scheduled Training.
      - a. Refer Clause 10. – Returns, Credits and Refunds

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- iv. Any Training invoices that have been issued to the Salon and/or Trainee prior to the Scheduled Date of Training that have not been paid will be cancelled and will not require any payment.
- v. Arrow Beauty may at its discretion also re-schedule any Training or Workshop that has been cancelled.
  - 1. In this event the Salon and/or Trainee will be invited to attend a selection of re-schedule dates.
    - a. Such re-schedule dates will be determined by
      - i. The Arrow Beauty Training Calendar for Workshops.
      - ii. The BDM's Area Calendar for Salons.
  - 2. If no suitable re-schedule date can be agreed by the Salon and/or Trainee and Arrow Beauty then Para a. iii applies.
- b. If the Salon and/or Trainee wishes to change from any Scheduled Training date and reschedule to another Date of Training;
  - i. If the Training is for a Workshop, Arrow Beauty requires **at least 14 days' notice** prior to the Scheduled Date of Training of the Salon and/or Trainee's desire to reschedule.
  - ii. If the Training is Salon based, Arrow Beauty requires **at least 5 days' notice** prior to the Scheduled Date of Training.
    - 1. The ability of a Salon and/or Trainee to reschedule to another date will be subject to the availability of future Training dates as set down by;
      - a. The Arrow Beauty Training Calendar for Workshops.
      - b. The BDM's Area Calendar for Salons.
  - iii. If a Salon and/or Trainee provides less than the required notice of a desire to reschedule Training
    - 1. The ability of a Salon and/or Trainee to reschedule to another date will be subject to the availability of future Training dates as set down by;
      - a. The Arrow Beauty Training Calendar for Workshops.
      - b. The BDM's Area Calendar for Salons.
    - 2. Arrow Beauty reserves the right to charge for the Day of Scheduled Training that now needs to be rescheduled
- c. If the Salon and/or Trainee wishes to cancel any Scheduled Training that has not required prior payment;
  - i. Arrow Beauty requires **at least 10 days' notice** prior to the Scheduled Date of Training of the Salon and/or Trainee's desire for cancellation.
    - 1. Salons and/or Trainee's that **provide less than the required Notice** may have restrictions and conditions placed on any future Training they require.
- d. If the Salon and/or Trainee wishes to cancel any Scheduled Training that has been paid for in advance;
  - i. Arrow Beauty requires **at least 14 days' notice** prior to the Scheduled Date of Training of the Salon and/or Trainee's desire for cancellation.
    - 1. Salons who provide Notice of at least 14 days prior to the Scheduled Date of Training will either;
      - a. Receive a full Return of any Training costs paid
        - i. Refer Clause 10. – Returns, Credits and Refunds
      - b. OR be able to Reschedule Training subject to Clause 3.b.
    - 2. Salons who provide Notice **of less than 14 days** prior to the Scheduled Date of Training will either;
      - a. Receive a 50% Return of any Training costs paid
        - i. Refer Clause 10. – Returns, Credits and Refunds
      - b. OR be able to Reschedule Training subject to Clause 3.b.
    - 3. Salons who provide Notice **of less than 2 days** prior to the Scheduled Date of Training will not be eligible for any Return or Refund.
      - a. In this event any Return, Refund or Reschedule of Training will be at the discretion of Arrow Beauty and rescheduling subject to;
        - i. The Arrow Beauty Training Calendar for Workshops.
        - ii. The BDM's Area Calendar for Salons.

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4. 'No Show' OR Failure to attend Training;
  - a. If a Salon and/or Trainee fails to attend without Notice (as per Clause 3) any Scheduled Date of Salon Training;
    - i. Arrow Beauty reserves the right to charge that Salon and/or Trainee the full Training Cost, less any Deposit paid allocated to that Scheduled Date of Training.
    - ii. This applies to any Salon Based Training or any 1-1 Training arranged for either in-Salon or at Arrow Beauty premises
  - b. If a Salon and/or Trainee fails to attend without Notice (as per Clause 3) any Scheduled Date of Workshop Training that has been Paid for;
    - i. The Salon and/or Trainee will not receive any Return of Training Costs or any Deposit paid
  - c. If a Salon and/or Trainee fails to attend without Notice (as per Clause 3) any Scheduled Date of Workshop Training and payment for that Workshop remains outstanding;
    - i. The Salon and/or Trainee will forfeit any Deposit paid and the available Workshop place on the Day of Scheduled Training.
    - ii. Arrow Beauty may also place future restrictions or additional conditions on that Salon and/or Trainee for any further Training they may seek.
  
5. Training Models;
  - a. If Training requires the use of Model(s) these must be provided for by the Salon and/or Trainee.
    - i. Failure of a Salon and/or Trainee to provide the necessary Model(s) on the Scheduled Day of Training may see the Training Cancelled or Rescheduled as per Clause 3.
      1. In the event of cancellation Arrow Beauty reserves the right to charge that Salon and/or Trainee the full Training Cost allocated to that Scheduled Date of Training.
      2. In the event the Training proceeds without the use of a Model the Training programme will proceed as per normal with all applicable Training and Training costs to apply.
      3. The Rescheduling of any Training will be at the discretion of Arrow Beauty and will be subject to the availability of future Training dates as set down by;
        - a. The Arrow Beauty Training Calendar for Workshops.
        - b. The BDM's Area Calendar for Salon based.
      4. Arrow Beauty also reserves the right to charge for the Day of Scheduled Training that now needs to be rescheduled
  - b. Arrow Beauty is to be notified as soon as practical in the event that a Salon and/or Trainee's Model is unable to attend Training on the Scheduled day.
  - c. Model(s) selected by the Salon and/or Trainee for Training must;
    - i. Be 18 years or over – as at the Date of Training
    - ii. Be fit for purpose and fully prepared for the Training and the Training programme on the Day of Scheduled Training.
      1. Arrow Beauty takes no responsibility for the contraindicators that may apply to an individual Model.
      2. Contraindicators are the responsibility of the Salon and/or Trainee.
    - iii. Wear appropriate attire for the purposes of Training.
    - iv. Conduct themselves at all times in a professional and respectful manner.
    - v. Be Present OR Arrive at the allotted time.
      1. Arrow Beauty will not delay the Training or the Training programme on the Scheduled date of Training for a Salon and/or Trainee Model that is late to arrive or fails to arrive at all.
        - a. Training will proceed as Scheduled
      2. In the event that a model(s) failure to attend results in the termination of the Training;
        - a. Arrow Beauty reserves the right to charge that Salon and/or Trainee the full Training Cost allocated to that Scheduled Date of Training.
          - i. In the event the Training proceeds without the use of a Model the Training programme will proceed as per normal with all applicable Training and Training costs to apply.
        - b. Rescheduling of any Training will be at the discretion of Arrow Beauty and will be subject to the availability of future Training dates as set down by;

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- i. The Arrow Beauty Training Calendar for Workshops.
        - ii. The BDM's Area Calendar for Salon based.
      - c. Arrow Beauty also reserves the right to charge for the Day of Scheduled Training that now needs to be rescheduled.
    - d. Model(s) selected by the Salon and/or Trainee for Training must not;
      - i. Be accompanied by friends, family, children or other dependants during the Training Day.
      - ii. Bring Food, Eat or Smoke during the Training other than during the allotted break times during the Training Day.
6. Pre-Preparation for Scheduled Day of Training;
- a. All Salon and/or Trainees must be appropriately pre-prepared for the Training to commence on the Scheduled Day.
  - b. This preparation may include;
    - i. The pre-reading of manual(s) or other instructional material;
    - ii. The requirement to provide Model(s);
    - iii. The requirement to bring a Kit or have Product available for Training.
    - iv. The requirement to have appropriate Salon or Training area set up including the availability of equipment, furniture, Consumable items, Manchester and other such items as required for the purposes of the Training Programme.
    - v. An appropriate electronic device to commence On-line Training.
  - c. Arrow Beauty Training will be conducted on the Scheduled date of Training based on the premise that Salon and/or Trainees are appropriately pre-prepared for the Training to be undertaken.
    - i. For Workshops;
      - 1. No allowances can be made for Salon and/or Trainees that have not completed the required pre-preparation for Training and the Training programme will proceed as normal.
    - ii. For Salon, Online and/or 1-1 Training;
      - 1. Arrow Beauty reserves the right to reschedule the Training for any Salon and/or Trainees that have not completed the required pre-preparation requirements
        - a. The ability of a Salon and/or Trainee to reschedule to another date will be subject to the availability of future Training dates as set down by;
          - i. The BDM's Area Calendar for Salon.
        - b. Arrow Beauty also reserves the right to charge for the Day of Scheduled Training that now needs to be rescheduled.
      - 2. Arrow Beauty also reserves the right to continue with the Training programme as normal making no allowances for Salon and/or Trainees that have not completed the required Training pre-preparation.
7. Scheduled Day of Training;
- a. Arrow Beauty reserves the right to verify and/or qualify a Salon and/or Trainees suitability for Training by Arrow Beauty.
    - i. Arrow Beauty may refuse Training for a Salon and/or Trainee if on the balance of probabilities Arrow Beauty or a representative believe the Salon and/or Trainee is not suitably pre-qualified to undertake the Training programme about to be commenced.
    - ii. Refer Clause 10.d. – Returns, Credits and Refunds
  - b. Salon and/or Trainees must;
    - i. Be present OR Arrive at the allotted time
      - 1. Arrow Beauty will not delay the Training or the Training programme on the Scheduled date of Training for a Salon and/or Trainee that is late to arrive.
      - 2. Refer Clause 4.
    - ii. Complete all pre-preparation requirements for the Training programme being undertaken
      - 1. Refer Clause 6.
    - iii. Be fit and fully prepared for the purposes of the Training and the Training programme.
      - 1. Arrow Beauty takes no responsibility for the contraindicators that may apply to any individual.
      - 2. Contraindicators are the responsibility of the Salon and/or Trainee.

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- iv. Wear appropriate attire for the purposes of Training.
  - v. Conduct themselves at all times in a professional and respectful manner.
  - vi. Adhere at all times to the Health and Safety instructions of the Trainer and as prescribed by the 'best practice' guidelines of the NZ Beauty Therapy Association.
  - vii. Follow All instructions provided by the Trainer
  - viii. Ensure Model(s) are present and arrive at the allotted time
  - ix. Complete Any and All Post-training requirements
- c. Salon and/or Trainees must not;
- i. Be accompanied by friends, family, children or other dependants during the Training Day.
  - ii. Bring Food, Eat or Smoke during the Training other than during the allotted break times during the Training Day.
8. Salon and/or Trainees providing their own Product for Training;
- a. With the exception of items listed in Clause 6.b.iv, All Arrow Beauty Training will be provided and conducted using Arrow beauty product.
  - b. Arrow Beauty will not allow a Salon and/or Trainee to bring, provide and/or use a Competitors product for the purposes of Training by Arrow Beauty.
9. Post-Training Requirements and Certification;
- a. A Salon and/or Trainee may be required to provide post-training practical evidence of the Training received
    - i. This may take the form of;
      - 1. Photograph(s) of further Model(s) showing the practical applications of the product
      - 2. Case Studies of the practical applications of the product
  - b. Failure of a Salon and/or Trainee to provide the required post-training practical evidence may affect Arrow Beauty's ability to issue any Certification of Training received
  - c. Once all Post-training requirements have been met to the satisfaction of Arrow beauty, the Trainer or a representative of Arrow beauty the Salon and/or Trainee will be issued a Certificate of;
    - i. Attainment or;
    - ii. Completion or;
    - iii. Instruction
  - d. Arrow Beauty reserves the right to not issue a Salon and/or Trainee a Certificate following the completion of any Training programme and further reserves the right to request the Salon and/or Trainee to undergo additional Training in order to satisfy the requirements of the Trainer and/or the Training programme.
    - i. A request to complete additional Training will be at the expense of the Salon and/or Trainee
    - ii. Certificates will not be issued until the additional Training and any Post-Training requirements are completed to the satisfaction of Arrow Beauty, the Trainer or a representative of Arrow Beauty.
  - e. Arrow Beauty Training does not provide Trainees with any credits toward NZ offered Tertiary Courses or provide the Trainee with any NZQA qualification.
  - f. If any Salon and/or Trainee wishes to engage in additional Training beyond the Training already received from a particular Training programme then this new Training will be conducted at an additional cost with normal hourly rates to apply.
10. Returns, Credits and Refunds;
- a. Arrow Beauty Training once undertaken whether completed or not by the Salon and/or Trainee is non-refundable.
  - b. Arrow Beauty may, at its discretion, issue a Credit or Partial Credit for the Return of any Training Kit issued or Product component used during the course of Training as that Kit or Product formed part of the overall Training cost.
    - i. Credit Returns Policy applies.
  - c. Any Credit or Partial Credit issued will be in the form of a Credit Note issued to the Salon and/or Trainees Operating Account with Arrow Beauty.
    - i. If the Salon and/or Trainee does not have an Operating Account with Arrow Beauty, one will be established for the purposes of this transaction and the resulting Credit Note applied to this Account.

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- ii. The resulting Credit can then be used to purchase additional Arrow Beauty product.
  - 1. The credit cannot be used toward the cost of further Training
- d. Reference Clauses 3.a, 3.d and 7.a
  - i. Arrow Beauty may, at its discretion provide a Refund on Training.
  - ii. Any Refund or Partial Refund will be issued in the form of a Credit Note to the Salon and/or Trainees Operating Account with Arrow Beauty.
  - iii. If the Salon and/or Trainee does not have an Operating Account with Arrow Beauty, one will be established for the purposes of this transaction and the resulting Credit Note applied to this Account.
  - iv. The resulting Credit can then be used to purchase additional Arrow Beauty product including that of further Training.
- e. No Cash Refunds will be provided.

11. Acceptance of Terms and Conditions;

- a. Deposit or Full Payment for OR the Agreement to attend a Scheduled Date of Training constitutes Full Acceptance by the Salon and/or Trainee of these Terms and Conditions for the purposes of Training with Arrow Beauty.

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