



## **Terms and Conditions for Students**

### **1. General Booking Information**

- 1.1. All workshops and courses are provided by Bespoke Barbers and Bartolo Academy. In these terms and conditions Bespoke Barbers and Bartolo Academy are referred to as "Bespoke", "us" or "we".
- 1.2. Bespoke is unable to reserve a place for any student on a workshop or course until either payment of the workshop fees in full or a deposit has been received by us and the place has been confirmed to you by us. A deposit of no less than 50% is required for workshops or 10% for the Full Time Barber Course.
- 1.3. By booking a workshop or course and paying a deposit or making payment in full of the workshop or course fees you ("you" 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. Bespoke reserves the right in its discretion to decline any application for enrolment on a workshop or course.
- 1.5. All workshops and courses are conducted in English. We expect the student to be able to speak and understand English.
- 1.6. The Introductory Workshop is designed for those without prior knowledge of barbering or hairdressing techniques and who are newly considering a career in barbering or have enrolled for a future barbering course.
- 1.7. The Clipper & Blade Workshop is specifically for qualified barbers and hairdressers. By booking this workshop you are confirming that you have the necessary expertise to undertake an advanced barbering techniques course. Refunds will not be granted where it subsequently transpires that you do not have the necessary expertise.
- 1.8. The Face Shave Workshop is suitable for anyone with an interest in how to perform a luxury shave service. No prior barbering or hairdressing experience is necessary, however it is helpful.
- 1.9. The Full Time Barber Course is for those with limited to no industry experience, or for those who have completed the Introductory Workshop, and wish to pursue a career in barbering.
- 1.10. You must be over 18 years old to enrol in any Bespoke workshop or course.



## **2. Deposit and Fees**

- 2.1. You may cancel your place on a workshop or course at any point within 21 days of acceptance of these terms and conditions by notifying us in writing. We will confirm your cancellation in writing to you.
- 2.2. Deposits and fees are non-refundable except where:
  - 2.2.1. the workshop or course is cancelled pursuant to clause 2.1; and/or
  - 2.2.2. where you give Bespoke notice of cancellation in writing 21 days or more before the commencement of the workshop or course; and/or
  - 2.2.3. the workshop or course is cancelled by Bespoke except where cancellation is caused by an act of God.
- 2.3. Refunds will be given for deposits or full payment of workshops/courses paid for and cancelled 21 days or more before the commencement of the workshop. Where a workshop or course was paid through via payment portal or platform (e.g. Paypal) will have the payment fee deducted from the total refund.
- 2.4. **Workshop fees are to be paid in full at time of enrollment.**
- 2.5. **Full Time Course fees are to be paid in full 21 days prior to the Full Time Course start date.**
- 2.6. All workshops, courses and fees are subject to change without prior notification and Bespoke reserves the right to cancel a workshop or course where there are insufficient students booked for it to be viable for Bespoke to conduct it.
- 2.7. Full Time Barber Course students must pay their deposit at the same time as returning the enrollment form.

## **3. Course Times and Dates**

- 3.1. All workshops and courses are run between Monday and Friday, unless otherwise stated.
- 3.2. Bespoke will be closed over the Christmas Holiday period and on all Auckland and New Zealand public holidays.
- 3.3. Workshops and courses will start and finish at the times specified on booking and in the enrollment confirmation email. Bespoke may vary the workshop or course hours at its discretion without prior notice where it considers such a variation is necessary or desirable. We will endeavour to advise you at our earliest convenience of any variation to start and finish times.

## **4. Equipment and Uniform**



- 4.1. Students are not required to wear a uniform however they are expected to dress professionally as if they were to be working in a barbers shop. A high standard of personal hygiene is expected.
  - 4.2. Students acknowledge that all equipment borrowed from Bespoke will be and remains the property of Bespoke and will be returned to Bespoke on demand and in any event on the completion or earlier termination of the students attendance on the workshop or course. Students will be liable to compensate Bespoke in respect of any loss or damage to Bespoke's equipment.
  - 4.3. Students are encouraged to bring a camera.
  - 4.4. Where applicable, students are required to bring the items listed in the enrolment confirmation email. All equipment will be provided for the Introductory Workshop.
  - 4.5. Full Time Barber Course students will receive a Barbers Kit on day one of their course and must care for their kit as their own personal property in accordance with clause 4.6
  - 4.6. All equipment provided by the student together with valuables or personal property brought by the student to the workshop or course will remain the responsibility of the student and should not be left unattended at any time. Bespoke will not accept liability for any loss or damage to any such equipment, valuables or personal property.
  - 4.7. Full Time Barber Course, Clipper & Blade and Face Shave students will be required to wear a Bespoke apron.
- 5. Time Keeping, Adherence to Rules and Absenteeism**
- 5.1. Students must be respectful to other students, clients and Bespoke employees at all times. Where a student is disruptive to others, or endangers themselves or others, Bespoke reserves the right to require the student leave the premise and/or dismiss them from the workshop or course. Students that are asked to leave a workshop or course for the above reasons will not be entitled to a refund of workshop or course fees.
  - 5.2. Texting, eating and smoking is not to be conducted in both the cutting area nor within proximity of the shop.
- 6. Complaints and Appeals**
- 6.1. Complaints in the first instance should be made to the educator. If you are unhappy with the outcome or if the complaint relates to the tutor and you do not want to make the complaint direct to them then complaints should be raised with the Bespoke General Manager.



- 6.2. 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 of that time it is not always possible to deal with them due to the length of time that has passed.

## **7. Miscellaneous**

- 7.1. Bespoke will provide non-professional models wherever possible but students are advised that in the event of model shortages alternative programmes may be introduced into the workshop or course without prior notice.
- 7.2. By accepting these terms and conditions you accept that any photos and video material of you or your work can and will be used on Bespoke's social media pages and/or other advertising channels.
- 7.3. By accepting these terms and conditions you warrant that you have the appropriate or lack thereof credentials for the workshop or course selected:
  - 7.3.1. Introductory Workshop students have no former experience in barbering or hairdressing.
  - 7.3.2. Full Time Barber Course students have no former industry experience or have completed our Introductory Workshop.
  - 7.3.3. Clipper & Blade Workshop students are qualified hairdressers or barbers.
  - 7.3.4. Face Shave Workshop students will find this course easier if they have barbering or hairdressing experience but it is not essential.

## **8. Copyright**

- 8.1. All intellectual property rights in any workshop materials shall remain the property of Bespoke and are given to the students solely for use during the workshop and the copying or reuse of the materials outside of the course is strictly prohibited.