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## TRAINING POLICY

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### 1. Information About Us

- 1.1 Our Site is operated by Caboodles Salon Supplies Ltd. We are a limited company registered in England and Wales under company number 11023193. Our registered address is Enterprise House, Priory Road, Boston, Lincolnshire, PE22 0JZ and Our trading address Enterprise House, Priory Road, Boston, Lincs, PE22 0JZ.
- 1.2 Our VAT number is 303005866.

### 2. How to Contact Us

- 2.1 To contact Us, please email Us at [info@caboodles.online](mailto:info@caboodles.online) or telephone Us on 01205 761621.

### 3. How to book

- 3.1 You can book your course on line at [www.caboodles.online/courses](http://www.caboodles.online/courses).
- 3.2 Payment for your course must be made in full at the time of booking.
- 3.3 It is your responsibility to ensure you or the person(s) you are booking on the course meets any pre-requisites detailed before booking.

### 4. Training

- 4.1 Training is on a one-to-one basis unless stated otherwise.
- 4.2 All course materials are provided for you with the exception of any kits that may be required for you to complete the course assessment. Details can be found on [www.caboodles.online/kits](http://www.caboodles.online/kits).
- 4.3 It is your responsibility to order any course kits at least two weeks prior to your assessment date. Failure to do so may result in you not being able to complete your course.
- 4.4 It is your responsibility to provide a model where required. If you cannot please let us know at least two weeks prior and we will attempt to obtain one for you.
- 4.5 It is your responsibility to ensure a patch test for your required model has taken place 24 hours prior to your assessment date. We ask you to contact us at least two weeks before your assessment date to book this.

### 5. Refunds and Exchanges

- 5.1 We are not able to offer a refund for our training courses. This includes missed dates, incomplete assessments, change of mind, and any other reason. On some occasions we may be able to book an alternative date with our discretion please contact us via email [info@caboodles.online](mailto:info@caboodles.online) or telephone 01205 762621.
- 5.2 We reserve the right to cancel the course date, change the venue or change the trainer prior to your assessment. If an alternative date or venue cannot be

agreed we will offer you a full refund. Caboodles Salon Supplies Ltd are NOT liable for travel expenses, childcare, potential loss of income or any potential associated costs.

## 6. **Insurance**

6.1 It is your responsibility to check with your potential/existing insurance provider and/or county council to ensure you are able to gain your public liability, business insurance and any council license requirements before booking a training course through Caboodles Salon Supplies Ltd.

## 7. **Online courses**

7.1 All online courses are accredited by Association of Beauty Therapists (ABT) and are fully insurable.

7.2 Online courses are to be completed within four weeks of booking. This includes all theory and case studies. Your certificate will be emailed to you upon completion. If you would like a hard copy of your certificate there will be an additional £10 charge.

## 8. **Virtual Courses**

8.1 All virtual courses are accredited by Association of Beauty Therapists (ABT) and are fully insurable.

8.2 Virtual courses are to be completed within four months of booking. This includes all theory and case studies. Your certificate will be emailed to you upon completion. If you would like a hard copy of your certificate there will be an additional £10 charge.

8.3 Virtual courses will be completed via Zoom. It is your responsibility to ensure you have access to a computer, laptop or other device. You will receive a link via email and details on how to access the room prior to your assessment date. Please ensure that you are in a quiet room/area where only yourself and your model are present.

## 9. **Classroom Courses**

9.1 All classroom courses are accredited by Association of Beauty Therapists (ABT) and are fully insurable.

9.2 Online courses consist of pre course reading material and two assessments before attending your final assessment day.

9.3 Assessment day will consist of a recap on all pre course reading material, a demonstration and practice session followed by the final assessment.

9.4 During the assessment the trainer cannot give advice, interfere or guide you in any way unless harm is likely. In which case you may not pass the assessment.

9.5 On successful completion you will be awarded a hard copy of your diploma.

10. **Dress Code**

- 10.1 We ask that you wear professional attire when attending a training course. This could be a tunic if you have one, or a black top and black trousers.