

Client Code of Conduct

The Academy welcomes clients through our doors and we are extremely grateful to you for supporting our learners. Please read through our client code of conduct before agreeing to having your service.

Clients / models will:

1. Treat staff and learners with respect and honesty.
2. Refrain from discriminatory comments or actions that goes again The Equality Act 2010 and any other behaviour that is derogatory to marginalise learners or staff.
3. To respect personal boundaries and not share, or ask inappropriate questions, such as personal details, place of work etc.
4. To adhere to the instructions and guidance given by the learner and tutor and to ask to clarify if you are unsure.
5. Notify us of any medical changes that could affect the service and/or other change of circumstances, such as, contact details, in a timely manner.
6. Understand that 'The Academy' is a training establishment which works with many individual learners and clients with various needs - staff may need to prioritize their time to support situations.
7. An understanding that this is a training salon and to manage expectations accordingly.
8. Understand that inappropriate comments, including those on social media will result in being banned from The Academy.

Clients / models have a responsibility to be respectful and considerate of other service users, employees and learners in 'The Academy'. The decision to refuse a service will be made by the tutor and/or the Salon Manager. If a client/model is refused service, a full refund will be given.