

## **General Terms and Conditions of Glamour Makeup International Academy. Updated 2026.**

### **Article 1: Definitions**

**Course:** Refers to all educational services offered by Glamour Makeup International Academy, including makeup courses, hairstyling courses, workshops, private classes, and any other training or educational activities.

**Student:** The person who registers and actively participates in any of the courses offered by the academy.

**Course Fee:** The total price of the training at the academy, which can be paid in full or in installments, as agreed with the student. This amount does not include materials or additional costs unless otherwise specified.

**Registration Fee:** The initial payment required to confirm the reservation of a place in the selected course.

**Materials Fee:** Additional costs associated with the purchase or rental of products, tools, or resources necessary to complete the course.

**Installment Payment Plan:** A payment scheme that allows the student to divide the cost of the course into monthly payments previously agreed upon with Glamour Makeup International Academy.

**Force Majeure:** Unforeseen circumstances beyond the control of Glamour International Academy, such as natural disasters, pandemics, conflicts, civil disturbances, technical problems, and any event that prevents the provision of the service.

**Group Class:** A class format with fixed start dates and a maximum number of participants depending on the course type: 3 for lash extension and brow courses, 4 for nail styling courses, and 5 for makeup and hairstyling courses. Standard payment options and installment plans apply.

**Private Class:** A class format for 1 to 2 participants, with flexible scheduling arranged directly with the academy director. Available for students residing in the Netherlands. Private class prices carry a surcharge of 50% for courses of 1 to 3 sessions, or 25% for courses of 4 or more sessions. Standard installment payment options apply.

**Express / Personalised Course:** An intensive course format in which classes are scheduled on consecutive days to complete the course as quickly as possible. Designed primarily for international students visiting from outside the Netherlands, or for residents of the Netherlands who wish to complete a course intensively. A maximum of two (2) payments applies to this modality.

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### **Article 2: Registration and Enrollment Process**

**Enrollment Process:** To enroll in any course at Glamour Makeup International Academy, the student must complete and submit the appropriate online registration form and pay the registration fee. Once the form and payment are received, the student's place in the selected course will be confirmed.

**Confirmation of Place:** Places are allocated in the order of payment of the registration fee. Submitting the form without payment does not guarantee the student's place.

**Cooling-off Period:** The student has the right to a 14-day cooling-off period from the date of registration. During this period, the student may cancel their registration at no additional cost and receive a full refund of the fee paid. The cancellation must be made in writing by sending an email to [info@glamourmakeup.nl](mailto:info@glamourmakeup.nl) with the subject "Course Registration Cancellation (course name and date)," clearly specifying the reasons for cancellation.

**Transfer of Place to Another Student:** Before the course begins, the student has the option to transfer their place to another person, provided that the academy is notified in writing and the new person signs all applicable agreements and contracts. The transfer will only be permitted once and must be approved by Glamour Makeup International Academy.

**Course Postponement:** If the student needs to postpone their participation in the course, they may request a postponement for up to two successive course start dates. Each postponement request entails an administrative fee of €50 and must be made at least 4 weeks before the original course start date. The postponement is subject to the availability of places on the new requested dates.

**Waiver of Registration Rights:** If the student decides to cancel their registration after the 14-day cooling-off period, they forfeit the right to a refund and will be required to pay the full cost of the course, whether or not they attend.

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### Article 3: Payment of Fees

**Payment Terms:** The full course fee must be paid before the course start date unless an installment payment plan has been agreed upon. Payment in full in a single payment carries no surcharge. Any division into installments carries a surcharge that varies between 5% and 8%, depending on the number of installments selected and the course. The applicable payment options and surcharge details are communicated to the student at the time of enrollment and are specific to each course. The initial deposit is due at the time of registration to confirm the student's place. Remaining payments are collected monthly between the 25th and the last day of each month. The student is responsible for ensuring sufficient funds are available on the agreed collection dates.

**Express and Personalised Course Payment:** For students enrolling in an express or personalised course format, a maximum of two (2) payments applies, regardless of the course price. The first payment is due at the time of registration to confirm the booking, and the second payment is due at the start of the course. No further installments are available under this modality.

**International Student Payment Conditions:** Students enrolling from outside the Netherlands are subject to the following payment conditions: (1) A non-refundable deposit of EUR 300 must be paid online at the time of registration to confirm the booking. This deposit serves as proof of reservation only. (2) This deposit becomes non-refundable after 14 days from the date of registration. (3) The materials fee for the selected course must be paid at least two weeks before the course start date, to allow sufficient time for ordering. (4) The remaining course balance must be paid in full, in person, on the first day of class. No further installments or deferred payments are accepted for the remaining balance under this modality.

**Fee Collection Dates:** Fees will be collected monthly between the 25th and the last day of the month (30th or 31st), according to the monthly calendar. The student is responsible for ensuring that there are sufficient funds in their bank account for the collection of each installment.

**Non-Payment:** If the student fails to pay the fees on the agreed date, a surcharge of 15% will be applied to the outstanding amount, with a minimum of €40. The academy reserves the right to suspend access to classes and course materials until full payment of outstanding fees is made. If non-payment persists, Glamour Makeup International Academy reserves the right to terminate the contractual relationship and withhold any certificate or diploma associated with the course.

**Debt Collection:** If the student fails to fulfill their payment obligations despite repeated reminders, Glamour Makeup International Academy reserves the right to transfer the outstanding balance to Ultimoo Incasso, our designated debt collection agency. Once the case is transferred, all further communication and payment arrangements must be handled directly with the agency. The academy will no longer be responsible for negotiating payment terms, and any additional fees or legal costs incurred during the collection process will be borne by the student.

**Refund Policy:** No refunds will be given after the 14-day cooling-off period, except in cases where Glamour Makeup International Academy cancels the course due to force majeure or any other unforeseen circumstance that prevents the service from being provided.

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#### **Article 4: Provision of Service**

**Quality Commitment:** Glamour Makeup International Academy guarantees the provision of quality service, with up-to-date courses taught by qualified instructors. If for any reason it is necessary to make changes to the course content, schedules, or instructors, students will be informed in advance.

**Course Modifications:** The academy reserves the right to modify any aspect of the course (content, schedules, instructors, etc.) if circumstances require it, always ensuring that the quality of the training is not affected. Any modifications will be notified to students with as much notice as possible.

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#### **Article 5: Course Materials**

**Course Materials Policy:** Each course description specifies what materials are included in the course price and what the student is expected to bring. Students enrolled in any course always have access to the professional materials and tools available at the academy during class sessions. Where materials are provided as part of a course, they are offered as a complimentary gift exclusively to students who pay the full course fee in a single payment. Students who opt for an installment payment plan do not have complimentary materials included as part of their enrollment. To receive materials equivalent to those provided to full-payment students, installment plan students must pay an additional materials fee, which varies depending on the course and must be paid at least two weeks before the course start date to allow sufficient time for ordering. This additional materials fee is separate from and not included in the installment surcharge described in Article 3.

**Care of Academy Materials:** Students using the academy's materials and tools during class sessions are responsible for handling them with care. Any intentional or negligent damage or loss will be the financial responsibility of the student.

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#### **Article 5a: Conditions for Students with Installment Plans**

- Students who choose to pay their course fees in installments do not have complimentary materials included as part of their enrollment. To receive materials, installment plan students must pay an additional materials fee, which varies depending on the course. This fee must be paid separately and at least two weeks before the course start date to allow sufficient time for ordering. All students on installment plans have full access to the professional materials and tools available at the academy during their class sessions, regardless of whether they have paid the additional materials fee.
  - Upon successful completion of all course requirements and evaluations, students will receive their official certificate or certificates issued by Glamour Makeup International Academy. No certificate, diploma, or any official document of completion will be issued or delivered until the student has made the final payment and is fully up to date with all financial obligations to the academy. Students who have completed the course content but still have outstanding payments will not receive any certificate or temporary document until all amounts owed are settled in full. This policy applies to all courses, modules, and combined programmes offered by the academy.
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#### **Article 6: Instructor Training and Evaluation**

**Instructor Evaluation Process:** Instructors at the academy are evaluated through:

- **Classroom Observation:** Supervision of teaching sessions to ensure compliance with quality standards.
  - **Student Feedback:** Anonymous evaluations at the end of each course, where students rate the instructor's clarity, communication, and teaching skills.
  - **Content Reviews:** Teaching plans and materials are periodically reviewed to maintain their relevance and alignment with industry trends.
  - **Ongoing Training:** All instructors receive ongoing training in educational techniques and updates on the latest industry trends, participating in workshops and advanced courses.
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### **Article 7: Restriction of Trade**

**Limited Competition:** During the course and for a period of 12 months after its completion, the student may not engage in activities that directly compete with Glamour Makeup International Academy within a 30 km radius of its facilities.

**Consequences of Violation:** Any breach of this clause will be considered a serious contractual violation, resulting in compensation for damages to Glamour Makeup International Academy. The amount of compensation will be determined by the severity of the breach but will not be less than €10,000.

**Confidentiality and Non-Disclosure:** The student agrees not to disclose or use for their own benefit or that of third parties any confidential information, materials, or teaching methods provided by the academy during and after the course.

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### **Article 8: Relationship Clause**

The relationship between the student and Glamour Makeup International Academy is that of a client and provider of training services. The academy assumes no responsibility beyond providing quality teaching and the necessary resources for training.

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### **Article 9: Course Evaluation and Exams**

**Course Evaluation:** Students are evaluated based on the course they are enrolled in:

- **Each course offered by Glamour Makeup International Academy has its own evaluation structure, which is communicated to the student at the time of enrollment. Depending on the course, this may include practical assessments, intermediate evaluations, a final exam, or a combination of these. Short workshops and courses with a limited number of sessions may not require formal exams. The specific evaluation requirements for each course are outlined in the course description provided to the student prior to registration.**

**Exam Supervision and Procedure:** All exams will be supervised internally by the academy director. Evaluation criteria will be communicated to students in advance and are based on detailed rubrics that clearly outline the expected standards for each competency.

**Grade Review and Appeal Process:** Students wishing to appeal a grade must submit a written request within 7 days of receiving their result. The review will be conducted by the academy director, and the results of the appeal will be communicated to the student within 14 business days. Appeal decisions are final and binding.

**Final Exam Retake:** If a student does not pass the final exam, they may retake it once at no additional cost. Any further retake attempts beyond the first may be subject to an additional fee.

**Certifications:** Upon successfully completing all course requirements and evaluations, and upon settling all outstanding financial obligations to the academy, students will receive a certificate issued by Glamour Makeup International Academy. No certificate will be issued until the final payment has been made and the student is fully up to date with all amounts owed. For the “Professional Hairstyling” and “Professional Makeup” courses, students have the option to request an additional certificate from the International Union of Makeup and Hairstyling Education based in Sweden, subject to the qualification criteria set by this entity. Additionally, graduates of the Makeup Artistry Program may choose to sit the official branchediploma examination administered by the Kwaliteitscentrum Uiterlijke Verzorging (KWC-UV), an independent Dutch examination body. This examination is optional, conducted externally, and subject to a separate fee paid directly by the student to KWC-UV. Successful completion of this examination results in an industry-recognised branchediploma in visagie, independent of the academy's own certificate.

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### **Article 10: Force Majeure**

Glamour Makeup International Academy will not be liable for the cancellation, postponement, or alteration of any course due to circumstances of force majeure. This includes, but is not limited to, natural disasters, pandemics, armed conflicts, strikes, civil disturbances, government measures, technical problems beyond the academy's control, and any other unforeseen event that prevents the normal provision of the service.

If a course is canceled due to force majeure, the student will be entitled to:

- Reschedule their participation for a new date proposed by the academy.
  - Request a full refund of the fee paid, excluding any bank transaction fees.
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### **Article 11: Cancellation and Refund**

**Right to Cancellation:** Students have the right to cancel their registration during the 14-day cooling-off period and receive a full refund. Cancellation requests made after this period are not eligible for a refund.

**Transfer of Registration:** Registrations may be transferred to another student before the course begins, provided the academy is notified in writing, and the new person meets all requirements and signs the necessary agreements.

**Course Postponement:** The student may request to postpone their registration to up to two consecutive course start dates. Each postponement entails an administrative fee of €50 and must be requested at least 4 weeks before the original course start date.

**Withdrawal Policy:** If a student withdraws from the course for any reason after the start date, they will not be entitled to a refund and will be responsible for paying the total course fee, regardless of attendance or completion of classes.

**Cancellation by the Academy:** If the academy cancels a course due to internal or unforeseen reasons, the student may choose to reschedule their registration for another date or request a full refund, which will be processed within 30 business days.

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## **Article 12: Complaints Procedure and Conflict Resolution**

**Filing Complaints:** If a student has a complaint related to the course, instructor, or any other aspect of the academy, they must first attempt to resolve the matter by directly communicating with the person involved.

**Internal Escalation:** If the complaint is not resolved, the student must submit the complaint in writing to the academy's management, clearly specifying the reason for the complaint, the parties involved, and any other relevant details.

**External Mediation through AN-i Beroepsregeling:** If, after exhausting all internal measures, the complaint remains unresolved, the student may present the complaint to the AN-i Beroepsregeling, an independent external entity. The procedure is as follows:

- The student must submit the complaint in writing, detailing the steps taken to resolve the issue internally and explaining why the proposed resolution was unsatisfactory.
- The AN-i Beroepsregeling will review the complaint to determine if it meets the criteria required to proceed with mediation.
- If the complaint is deemed valid, a mediation process between the student and the academy will be initiated to reach a mutually agreeable resolution.
- If mediation is unsuccessful, the AN-i Beroepsregeling will issue a binding decision that both parties must comply with.

**Confidentiality and Complaint Record:** All complaints will be handled with maximum confidentiality. Glamour Makeup International Academy will maintain a record of all complaints and resolutions for a period of 5 years.

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## **Article 13: Institutional Values and Ethics**

Glamour Makeup International Academy is committed to maintaining an inclusive and professional learning environment based on the values of excellence, innovation, solidarity, and elegance. The academy follows the latest industry trends and fosters the personal and professional development of its students, promoting a culture of respect, integrity, and continuous improvement.

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## **Article 14: House Rules**

**Attendance and Punctuality:** Students are expected to attend all scheduled classes and arrive on time. A minimum of 80% attendance is required to obtain the course completion certificate.

**Missed Classes:** If a student misses a class, they may join another group to make it up one (1) time free of charge, subject to space availability. If no space is available in another group, the student must pay

for a private session. From the second missed class onwards, a rescheduling fee applies regardless of space availability in other groups: EUR 90 for a half-day class and EUR 150 for a full-day class. Private make-up sessions are not guaranteed and are subject to instructor availability.

**Professional Conduct and Mutual Respect:** Students are expected to maintain respectful and professional behavior towards instructors, academy staff, and peers. Any inappropriate conduct, such as offensive language, harassment, or disrespect, will result in a warning and, if necessary, may lead to expulsion without the right to a refund.

**Care for Facilities and Materials:** Students must properly use the facilities and materials provided by the academy. Any intentional or negligent damage or loss will be the responsibility of the student, who will be required to cover the cost of the damage.

**Dress Code and Hygiene:** Given the professional focus of the course, students are expected to maintain good personal hygiene and present themselves in appropriate attire for an educational and beauty environment. The dress should be comfortable and suitable for makeup and hairstyling practices.

**Use of Electronic Devices:** During classes, electronic devices such as mobile phones and tablets may only be used for training-related purposes. Any other use will be restricted by the instructor.

**Intellectual Property:** The materials provided by the academy are the property of Glamour Makeup International Academy and are protected by copyright. The reproduction, distribution, or commercial use of these materials is not permitted without the express written consent of the academy.

**Active Participation and Collaboration:** All students are encouraged to actively participate in classes and collaborate with their peers, creating a positive and motivating learning environment.

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## Article 15: Privacy Policy

Glamour Makeup International Academy is committed to protecting the privacy of its students. All personal information provided by the student will be treated confidentially and will only be used for administrative purposes, in accordance with the General Data Protection Regulation (GDPR). The academy will not share personal data with third parties without the explicit consent of the student, except when necessary for the provision of the service.

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## Article 16: Jurisdiction and Applicable Law

Any dispute, complaint, or legal proceeding related to these terms and conditions will be resolved in the courts of The Hague, Netherlands, and will be subject to the applicable Dutch law.

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These terms and conditions constitute a complete legal agreement between the student and Glamour Makeup International Academy. Enrollment and participation in any of the courses imply full acceptance and compliance with these terms. The academy reserves the right to modify these terms and conditions at any time, providing prior notice to students.