

Version updated October 2020.

These General Terms & Conditions solely describe the contractual obligations between Glamour Make-up and the trainee. Glamour Make-up is registered with the Chamber of Commerce, registration number 62658611.

Definitions

- **Course:** all services offered by Glamour Make-up including, but not limited to, training, hair-styling course(s), workshop(s) and private training (sessions).
- **Trainee:** the person or legal entity who / which is being trained by Glamour Make-up.
- **Course fee:** the monetary compensation which the trainee must pay for the training to Glamour Make-up, this fee does not include the kit's or material's fee.
- **Enrollment fee:** first payment that has to be done to enroll in the course and save the trainee's place.
- **Kit's fee/material's fee:** the monetary compensation the student must pay for the purchase or rent of the materials to use in class.
- **Parties:** Glamour Make-up and the trainee together.

Article 1. Applicability

These General Terms & Conditions are applicable to all offerings and agreements reached between and / or acts of Glamour Make-up towards the trainee.

Deviations from these general conditions are only valid if expressly agreed in writing. Deviation conditions only apply to the agreement in which such deviation has been agreed. If any agreement is contradictory to Glamour Make-up Terms & Conditions, in case of any disputes, these terms will always be applied first over any agreed deviations.

Applicability of any other terms by the trainee are explicitly excluded, the trainees agree to follow these terms since the moment of their registration.

Article 2. Registration

Registration for a course at Glamour Make-up is only possible by completing and submitting the online registration form. This completed form is only applicable to the course stated on the form.

Glamour Make-up considers a completed and submitted registration form as an acceptance of the General Terms & Conditions, making it a legally binding agreement.

Glamour Make-Up will save the trainees place in the course only when the first installment of the course has been paid. The sequence of the list of attendees is determined by the date on which the course fee was paid. Once the maximum number of paying attendees has been reached for a specific course, all trainees paying for the same course will be moved to the next course.

The trainee has 14 days after registration to change her/his mind and ask for the cancellation of the course and the refund of the amount paid with the deductions for administration costs, after this period has expired no money will be refunded, however it will be allowed for the trainee to ask to postpone his/her participation or to transfer her/his place to another person (read more in article 11 of these terms & conditions).

Article 3. Payment

3.1 Unless specific conditions have been agreed, the trainee is expected to pay the invoices within 14 days.

If the trainee chooses to pay in installments, the registration and first payment must be done via our online system. Afterwards, it is mandatory to sign a SEPA Direct Debit Contract (automatisch incasso) to collect the monthly installments. The collection will be done the final week of each month, the school will send a notification to the trainee 14 days before the debit.

3.2 For the Makeup Artistry Program, students can pay the full amount of the course fees stated below in one installment to receive a 5% discount or divide their payment of the full amount as follow:

- Makeup Artistry Program: €1.872 (18 lessons). Exc. materials.

- Regular program:

- Full payment in advance: €1778,40 (including-5% discount).
- Payments in parts: 7 monthly instalments of €267,43 each.

- Express program:

- Full payment in advance: €1778,40 (including-5% discount).
- Payments in parts: 4 monthly instalments of €486 each.

3.3 For the Hairstyling Program, students can pay the full amount of the course fee which is €1.664 in one instalment to receive a 5% discount or divide their payment of the full amount as follow:

- Regular program:

- Full payment in advance: €1580,80 (including-5% discount).
- Payments in parts: 7 monthly instalments of €237,71 each.

- Express program:

- Full payment in advance: €1580,80 (including-5% discount).
- Payments in parts: 4 monthly instalments of €416 each.

3.4 Personalized Accelerated programs and International Students: For personalized programs and/or international students (meaning students who do not reside permanently in The Netherlands), must save her/his place with 50% of the fee at the moment of the registration and the rest (50%) on the first day of class.

3.5 Short courses and workshops:

- Advanced beauty: €832.

- Full payment in advance: €790,40 (including-5% discount).
- Payments in parts: 3 monthly instalments of €277,33 each.

- Airbrush Makeup: €416.

- Full payment in advance: €395,20 (including-5% discount).
- Payments in parts: 2 monthly instalments of €208 each.

- Special Effects Makeup: €416.

- Full payment in advance: €395,20 (including-5% discount).
- Payments in parts: 2 monthly instalments of €208 each.

- Eyelash Extensions 1 by 1: €425.

- Full payment in advance: €403,75 (including-5% discount).
- Payments in parts: 2 monthly instalments of €212,15 each.

- Eyelash Extensions Volume: one payment of €199.

3.6 If someone desires to change from the regular program to the express program, the payment conditions will be changed to the same as the express program.

3.7 For each invoice that has not been settled in full or hasn't been paid by due date, the amount will automatically be increased by a fixed and irreducible amount of 15% of the amount due, with a minimum of €40 and without a notice of default being required.

Moreover, default interest at the legal rate will be applied, without the need for issuing a prior notice.

Payments made by the trainee should firstly settle all interest and costs and secondly all outstanding invoices even if the student indicates that the payment is to cover a later invoice.

Late payment will make the trainee default without further notice. The moment the trainee is in default, all, for the remainder of the purchased service, outstanding installments will be due and must be paid within 14 days. Glamour Makeup reserves the right to refuse the trainee any services or facilities of Glamour Makeup as long as the arrears have not been paid. Furthermore, Glamour Makeup has the right to terminate the relationship with the student. Glamour Makeup reserves the right to keep the diploma until the student fulfilled his/her debt.

Article 4. Agreement

Glamour Make-up reserves the right to adjust a course(s) should special circumstances warrant such adjustment. This can include, but is not limited to, any circumstances of such nature that it can no longer be expected from Glamour Make-up to be legally compelled to the agreement. In case these adjustments were caused by the trainee, all cost attached to these changes will be charged to the trainee. Glamour Make-up will carry all cost in case the adjustments were caused by Glamour Make-up. In such case article 10 ('Liability') will come into effect. In case activities will have to be changed or added, the agreement will be adjusted by mutual consent.

In case the parties agree to adjust or add items to the agreement, the conclusion date or time for the course can be affected. Should that be the case, Glamour Make-up will inform the trainee immediately about such change.

Article 5. Execution of the service

Glamour Make-up does not guarantee the trainee will achieve the result he/she desires. The agreement between Glamour Make-up and the trainee purely dictates an obligation by Glamour Make-up of providing the lessons and not a quality standard. With regards to information, including the website(s) in particular, Glamour Make-up does not take responsibility for the factual correctness of the content. No rights can be derived from any printing errors, price changes and/or changes with regards to the content of the website and other documentation published by Glamour Makeup.

Possible exceeding of an agreed time by Glamour Make-up does not constitute to neglect nor does this justify compensation for possible damages to the trainee. In case unforeseen circumstances make it impossible for Glamour Make-up to adhere to an agreed timeframe once an agreement has been signed, Glamour Make-up will be absolved from adhering to this timeframe. These circumstances include, but are not limited to, delayed or non-delivery by suppliers of Glamour Make-up, extreme weather conditions, malfunction of the (tele)communication(s) network, labor action by staff of Glamour Make-up and/or her (sub-)contractors.

Should the trainee come to the conclusion, or could be expected to come to the conclusion, that Glamour Make-up has underperformed in terms of what was agreed, he/she will be required to report this immediately in writing, but no later than 10 days after coming to the conclusion, to Glamour Make-up. In such case the trainee will grant Glamour Make-up, a reasonable time to rectify the situation.

Glamour Make-up reserves the right to alter or change the procedures or content of the course's program and course's material for whatever reason and without having to make any refund.

Article 6. Intellectual property

Glamour Make-up retains the rights and powers over the material and content created by the company, and it is entitled under the Intellectual Property Act and the Copyright Act.

Glamour Make-up reserves the right of use over any kind of audiovisual material, pictures, videos, educational material or any material created in the Academy and/or under the direction of any of the Academy's trainers, photographers, journalists, producers or any other individual or company invited by Glamour Make-up to develop any of the material mentioned above. This clause includes also the results obtained by the trainers, students and or former students during classes or even after finishing the training, and/or any projects which Glamour Make-up has any involvement in.

The trainee obtains the right to use the provided course material for their own use. Trainees are forbidden to (partly) disclose, multiply, operate, change, sell or transfer this material to any third party without the express written consent of Glamour Makeup.

The trainee will have to acknowledge the Academy when any kind of audiovisual course material is published. This includes all pictures taken from his model, both during the training as well as during the final exam.

Article 7. Restraint of trade

Competition is defined as; an organization identical, similar or related to the business of Glamour Make-up which main activity is education and training in the field of beauty.

The trainee is prohibited to:

- enter a contract with a competitor [directly or indirectly (through a labor-broker)]
- work for a competitor or
- be self-employed with identical, similar or related activities to the business of Glamour Make-up
- work for a competitor or contribute to establish a competitor by him/herself, or in partnership with others, be shareholder of a competitor or have a financial interest in a competitor within 36 (thirty-six) months of concluding the legal agreement between the trainee and Glamour Make-up.

This restraint of trade applies to a geographical area with a radius of 150 (one hundred and fifty) km from Glamour Make-up.

In case the trainee violates the restraint of trade, the trainee will have to pay a penalty to Glamour Make-up. This penalty is set at € 10,000.00 (ten thousand euro) for each violation and will be increased with € 200.00 (two hundred euro) for each day, or part thereof, that the violation continues. The penalty is due with immediate effect and without prior notice or explanation as is dictated by Article 6:80 of the Civil Code. In accordance to the Law of Agreement, the fine is payable notwithstanding any other right of Glamour Makeup including the right of full the contract as well as the right to claim damages.

Article 8. Relationship clause

Once the said agreement has come to an end, the trainee will refrain from directly or indirectly approaching, conducting business with and/or maintaining contact with partners and/or clients of Glamour

Make-up for a period of 36 (thirty-six) days. This includes, but is not limited to, all contact Glamour Make-up has with external parties for the duration of the agreement.

Article 9. Force majeure

Force majeure includes: sickness, accidents, death, war, unrest and hostilities of any nature whatsoever, blockades, boycotts, natural disasters, epidemics, lack of resources, prevention and disruption of transportation facilities, disruptions in our business, import and export restrictions or prohibitions, causes barriers by measures, laws or decisions of international, national or regional (government) agencies.

Glamour Make-up is not obliged to fulfill any obligation if it is prevented or hindered, partly or completely, to do so, temporarily or otherwise, by circumstances that is not due to culpable negligence. In case that Glamour Make-up is not able to provide services due to circumstances out of the school's control, the courses will be postponed until the circumstances allow Glamour Make-up to continue to provide services again. If the trainee wishes to cancel participation and not join any other course option after the 14th day from registration, a refund is not possible, rescheduling is the only possibility or a voucher to take another course in our school.

In case of force majeure all obligations of Glamour Makeup will be suspended. In case the situation of force majeure is on the side of Glamour Makeup and persists for a period of more than ninety days, the parties have the right to terminate the agreement by written notice and Glamour Make-up will proceed to calculate the refund according to the services already provided if the case, or full refund if the situation occurs before starting a course.

In case of a force majeure situation affects one of the trainers but not affecting the rest of the activities of Glamour Make-up, the trainer can be replaced for another from our pool of professionals who are equally qualified to provide the lessons.

Article 10. Liability

Glamour Makeup is not liable for damage suffered by the trainee due to shortcomings on the side of Glamour Makeup and/or partners in the execution of any agreement between the parties, unless the damage is the direct consequence of intent or gross negligence on the part of Glamour Makeup.

Glamour Make-up is not liable for:

- damages suffered by the trainee or third parties due to incorrect and/or incomplete data and/or information provided by the student or others to Glamour Makeup or the result of an act and/or omission of student or others;
- damages suffered by the trainee or third parties resulting from actions and/or omissions by subcontractors or employees Glamour Makeup (non-) or any other third party.

3. The amount for which damages can be claimed from Glamour Makeup and by Glamour Makeup, subcontractors contracted by Glamour Makeup or any third-party damage is limited to the amount negotiated for the relevant agreement (excluding VAT).

4. Glamour Makeup has to be informed about any statement that could result in a claim for damages, within two weeks once the trainee has established that there is reason to submit such claim. Glamour Makeup will have to be informed about a possible shortcoming in writing to info@glamourmakeup.nl. Failure to do so will invalidate possible compensation.

Article 11. Cancellation

Cancellation means cancellation and/or non-appearance for any reason whatsoever. This includes cancellation or no-shows due to sickness, accidents or force majeure.

Trainees have 14 days to reconsider their registration. This period starts immediately after registration. Trainees can cancel registration in writing within 14 days by sending an e-mail to info@glamourmakeup.nl.

Trainees who want to withdraw or cancel their registration must do so by sending e-mail to info@glamourmakeup.nl. This e-mail must be sent prior to the start of the course. Use the following 'subject' in your header; cancellation of (course name and course date). The trainee is expected to state in the e-mail why he/she will not attend the course. It, furthermore, will have to include the name, surname and contact information of the trainee.

After this period of 14 days had passed, the registration fee will not be refunded.

Trainees can transfer their registration to another person only before starting the course and as long as Glamour Make-up is sufficiently informed about the person who will be taking her/his place and must sign all of the relevant agreements and contracts that the previous student signed with Glamour Make-up. Once the course has started, the place cannot be transferred to another person and no refund, even partially, will not be granted.

Trainees requesting to postpone participation until further notice, will be charged EUR 25 administration fee regardless the reason why they want to postpone. Registration can only be postponed until the first two upcoming successive course dates and is subjected to availability of free places. Postponement is only possible until 4 weeks before the starting date, otherwise no changes can be done and neither the possibility of a refund.

Glamour Makeup reserves the right to cancel or reschedule a course in case insufficient lecturer(s) or training facilities, force majeure or any unforeseeable circumstances. If the courses are cancelled by Glamour Makeup, the student will receive the option of reschedule for a different starting date or to receive a refund of the tuition fees paid (excluding bank or payment commissions from our online store), the amount will be refunded within 14 business days. The refund in this clause, only applies when Glamour Make-up is cancelling or postponing the course, not when the cancellation is required by the trainee after the 14th day from the registration date.

Should Glamour Makeup decide to postpone a course to a later date, the trainee will have the right to cancel participation, providing this is done so within 48 hours after notification of the delay. Failing of the student to reply on time will confirm her/his participation of the course, cancellation will not be possible anymore and no refund will be granted.

Cancellation needs to be done in writing, either by sending a letter or an e-mail. The date mentioned in the mail-stamp or e-mail date will be used to establish when the letter or e-mail was sent. The only e-mail address trainees can use to cancel their participation is info@glamourmakeup.nl

A trainee who abandons a course for whatever reason, is not entitled to a refund of already paid tuition fees and is obliged to pay for the full course fee, including fees that haven't been paid yet.

If Glamour Makeup is not able to run the course due to force majeure, Glamour Makeup has the right to cancel until the circumstances allow the school to provide the service again. Force majeure is understood as uprisings, natural phenomena, government measures, epidemics, illness or death of a teacher etc. (read more about force majeure in article 9 of these terms & conditions).

Cancellations will be considered only on weekdays during office hours. Cancellations outside office hours are deemed to have been made on the next business day. Glamour Make-up is entitled to 14 working days to process any refunds that should be done.

For international students:

After you register and pay the reservation, you will receive an enrolling form with the starting and finishing dates of the course.

In case you need to apply for a visa to come to The Netherlands, Glamour Make-up cannot guarantee that you will get your visa approved, the immigration authorities are the ones with the power to make that decision and they are not obliged to approve it for any reason.

In case that your visa is denied, you can postpone the course and re-apply later again for your visa, you can postpone more than once with not extra costs.

In case that you would like a refund of your money, you have to submit an email to info@glamourmakeup.nl, asking for a refund and attaching copy of the document issued by the embassy where declares that your visa was denied. We do not do any refunds unless you present this document, Glamour Make-up would not tolerate or sponsor any fraudulent visa applications, furthermore, we need prove that your visa was denied, otherwise we cannot verify that you did not apply to the course only to get a visa to be allowed in the country and then withdraw from the course once you obtained it.

The cancellation fees and times are the same for residents or international students.

Article 12. Privacy

Glamour Makeup will collect and process personal data as part of the registration as well as contractual relationship with the trainees. By signing-up the student grant unambiguous permission to process this personal information in accordance with the provisions of the General Data Protection Regulation (EU) 2016/679 ("GDPR"). All information provided by the trainee to Glamour Makeup is confidential and is only provided to third parties when this is strictly necessary for the implementation of the contractual relationship and after consent by the student.

Article 13. Dissolution

Glamour Makeup may terminate the agreement by written notice with immediate effect, in whole or in part, and without notice or judicial intervention, in case the trainee obtains - whether or not provisional – suspension of its payments or is declared bankrupt or becomes insolvent in another way, or if the company of the participant is liquidated or terminated other than for the reconstruction or amalgamation of enterprises. Glamour Makeup will never be obliged to any compensation following this termination.

If Glamour Makeup is liable and/or obliged to fulfill certain requirements, Glamour Makeup will do up to its possibilities, Glamour Makeup will fulfil only the agreed requirements, not more not less. If Glamour Makeup fails or believes in its reasonable opinion that fulfillment of the obligation cannot be demanded, it may terminate the agreement. No compensation can ever be claimed from Glamour Makeup following this termination.

The trainee must behave all the time in a respectful way towards the trainers, other trainees, models or anyone related to the company. If a trainee behaves in a way that damages the interests or physically harms the honor or interests of Glamour Makeup or trainees, Glamour Makeup reserves the right to terminate the contract with the trainee. No course fee will be refunded in such case. Glamour Make-up will not tolerate under any circumstances disrespectful or violent behavior, racism, bullying, or any attitudes that are not compatible with the activities held in Glamour Make-up (read more in article 18).

Should trainees break house rules, damage the honor or interests Glamour Makeup or other trainees, models or anyone related to Glamour Make-up as a result, Glamour Makeup reserves the right to terminate the agreement with the trainee. No course fee will be refunded in such case.

Amounts Glamour Makeup has billed already or will invoice in connection with anything performed or delivered under the agreement, remains payable and will be due immediately and payable at the time of the dissolution.

The trainee only has the power to dissolve the agreement when Glamour Makeup, after having received a proper and detailed written notice of default and have been given a reasonable time period for remedying the failure, attributable fails to meet essential obligations arising from the agreement and for which it could be held liable. Should the trainee already have received items or material at the time of the rescission referred to in paragraph 1 of this article, these materials and related financial obligations will not be subject to cancellation, unless Glamour Makeup is in default regarding these items.

Article 14. Exams

Examinations are conducted by Glamour Makeup. Trainees have the option to do one exam for each course. This exam takes place at the end of the training and the student must deliver an excellent work at the examination in order to receive her/his diploma. If the student fails the exam, he/she will receive feedback from the trainer indicating the subjects to improve and the student can try for a second time free of charge.

After the exam is approved the student will receive her/his certificate of completion of the course.

Students who would like to take the KWC exam, must inform Glamour Make-up as soon as possible to receive the proper preparation for it.

You can also apply to be registered at the International Union of Makeup and Hairstyling Education (IUM) after finishing your course. You can apply directly on their website and they will send you a certificate approving you as a member of the Union.

Article 15. Absences

If the student cannot attend a class for any reason, he/she must notify Glamour Make-up as soon as possible by email or phone.

After three absences, the student cannot be awarded with the certificate, and will be considered as failure to attend the course and no refund will be granted.

Students can retake one class free of charge or two classes if the student is able to recover those two lessons in one day. The recovery class will be scheduled according to the availability of Glamour Make-up. If there is no availability to join, another group to retake the lessons, Glamour Make-up does not have any obligation to provide the lesson and it will be considered as failure of the student to attend the class.

The student will be placed in a group to recover the missing class(es). Students taking private lessons will be placed with a group as well only for the recovery classes.

After the second absence, if the student wants to recover the classes, he/she must pay a fee of €50 for each class of 4 hours he/she wants to recover, and/or €80 for full day classes.

Article 16. Group and Private lessons.

Private classes are from 1 to 3 people, so the trainee must be aware that he/she could be completely alone but maybe another student could join the class as well. Group lessons are 4 people or more.

Due to the busy agenda of Glamour Make-up we do not offer 1 on 1 lessons unless that is a special circumstance where the student cannot or does not want to share with other people or if the trainee would

like to receive VIP treatment. In any case, 1 on 1 lessons will have an extra charge of 50% over the amount of the course if the classes will be taken during the week in the daytime or 75% if classes will take place in the evening time or during the weekends. If you do not want to pay any extra costs but you still do not want to be in a group, we suggest you choose the private lessons because having another person taking the course with you will not interfere in your learning process.

The lessons have an estimate duration of 4 hours with a recess of 15 to 30 minutes for coffee, lunch or dinner depending the time of the day you are taking the class; however, the class finishes when the students finish the look which could be earlier or a few minutes late. Usually private lessons take less time because all the attention is focused in less people making the learning process faster, but regardless the time the content of the course is the same as the group lessons.

Article 17. Materials.

The trainee must have all the necessary materials for the completion of the course whether he/she purchase the material to Glamour Make-up or somewhere else or if he/she rents them to the school. The list of materials is accessible to download in our website.

If the trainee decides to purchase the materials from Glamour Make-up, the payment cannot be split in instalments, must be done in one payment. However, the fee for materials can be paid separated from the fee of the course and this decision would not affect any discounts you are entitle to.

The trainee can pay the course separate from the materials and he/she can decide to purchase the kit at any stage of the course but keeping in mind that it could take up to 3 weeks for processing and delivery.

If the trainee desires to rent the materials from Glamour Makeup the cost will be €150 + €50 deposit. The deposit fee will be refunded at the end of the course if the student returned everything in perfect conditions and there were not missing products. For short courses, the fee will be €10 euro rent + €10 euro deposit for each day you will use the materials.

The materials for rent are only to be used in class, the students are not allowed to take these materials home. After finishing each class, the student must return everything clean, tidy and in perfect conditions.

If the trainee decided to rent the kit and afterwards changed his/her mind and wants to purchase the kit instead, she/he can buy the kit at any stage of the course, however after the practical classes start the fee for renting the materials will not be refunded or added as payment to the kit's fee.

Article 18. House Rules.

The trainee must behave all the time in a respectful way towards the trainers, other trainees, models or anyone related to the company. If a trainee behaves in a way that damages the interests or physically harms the honor or interests of Glamour Makeup or trainees, Glamour Makeup reserves the right to terminate the contract with the trainee. No course fee will be refunded in such case. Glamour Make-up will not tolerate under any circumstances disrespectful or violent behavior, racism, bullying, or any attitudes that are not compatible with the activities held in Glamour Make-up.

Any criminal behavior from any of the students in class will be immediately reported to the authorities, causing the termination of the contract without being entitled to a refund.

Students must keep everything neat and clean during the class and leave the space also clean after finishing.

Children, pets or any kind visitors are not allowed at the school under any circumstances, Glamour Make-up reserves the right to refuse access to class to any student or model who do not follow this rule.

The students can contact the school only during office hours which are Monday to Friday from 10:00 to 17:00 and replies from Glamour Make-up can be expected between 48 working hours after receiving the students requirements. Trainees must respect the private time of the trainers and do not contact them during evenings or weekends. Also, Glamour Make-up implores the students to contact the teachers only for very important matters such as absences, any other requirements can wait to be discussed in class.

The trainees are in charge to find their models for class themselves. Glamour Make-up is not responsible for this due that finding models is part of the assignments. In case that you would like Glamour Makeup to find a model for you, we offer the models a payment of 50 euros per class of 4 hours, this amount must be paid by the student.

Students must keep hygiene in class as their first priority. This includes, personal hygiene and on the materials, meaning that the student must come to class with brushes and materials clean and disinfected but also the student must shower and brush their teeth before coming to class. Keep in mind that as a professional you will be working with people who expect these minimum requirements from you.

Students should wear black outfits and comfortable shoes during class to avoid accidents that can ruin your clothes or getting exhausted, remember you will be standing up the whole class.

Article 19. Complaints

Glamour Makeup will make every effort to ensure its services will run as good as possible. Much effort is made to the support and guide the trainee. Yet it may be possible that a trainee is dissatisfied with the state of affairs or his treatment. The complaint may relate to both Glamour Makeup and to the conduct and / or statements made by third parties commissioned by Glamour Makeup to carry out work. The dissatisfaction can be expressed in the following way.

What to do?

first; communicate your dissatisfaction with the person who has caused your dissatisfaction.

Is this impossible or doesn't this lead to a satisfying result? Raise the matter with your immediate supervisor. Try to find a solution together.

You don't find a favorable solution? Ask the board to mediate.

3. In case the suggested solution is not sufficient, the following escalation procedure will start:

The complainant can submit the complaint in writing by a third-party, Ms. Diana Oord, mailing address Cubalaan 52, 2622 AL Delft. In such case the issue will no longer be referred to as a 'problem' but will be considered a 'complaint'.

4. The complaint should include:

- a description of the behavior and / or statements that has resulted in the complaint;
- the name or names of those implicated;
- the timeframe during which the behavior took place and / or statements were made.

Ms. D. Oord will decide whether there is any merit in the case, within 2 weeks after receiving the complaint. She will inform the complainant and Glamour Make-up in writing. Her ruling will include the date when the behavior took place and/or when the statements were made as well as a short description of the facts that she took into account when making the ruling.

The complaint will not have to be considered when the behavior and / or statements were made six months prior, or longer, before the complaint was lodged.

Ms. D. Oord will issue within 4 weeks a binding advice in writing to Glamour Make-up.

Based on this advice, Glamour Make-up will contact the complainant within 2 weeks and in writing, to inform the complainant about the ruling and to discuss action to has been taken or will have to be taken, based on the ruling.

Should Ms. D. Oord or Glamour Make-up require additional time with regards to conducting the above-mentioned procedure, the complainant will be informed in writing about such delay and will be informed about a new timeframe.

All complaints will be considered 'confidential'

Glamour Make-up will ensure proper registration of the number of complaints lodged, the type of complaint, as well as action taken following a complaint. Glamour Make-up will file all considered complaints for a period of five years.

Article 20. Disputes

The agreement between Glamour Makeup and student shall be governed by Dutch law.

The dispute that arises between Glamour Makeup and the trainee with regards to an agreement between Glamour Makeup and the trainee, or as a result of further agreements resulting therefrom, shall be exclusively submitted to the competent court in The Hague.