

The image Consulting Company Ltd

Personal Stylist Community Membership Terms & Conditions

Our community is a private members-only area for personal stylists and associated business professionals to support, communicate and educate in a friendly, professional environment. We ask that you adhere to the following rules, terms & conditions.

The image Consulting Company Community is referred to as community/we/us/our throughout this document to you/the member. Other references to the community of The image Consulting Company Ltd are: The image Cons Co, The image Cons Co Community, Personal Stylist Community, team member, business member, business plus member, of which the following terms apply.

1. Group rules.

All members agree to:

- Support all other members of the community and encourage a friendly atmosphere
- Respect all members and professionals within the community
- Engage within the community
- Display an acceptable level of professionalism within the community and associated events and meetings
- Make monthly payments on time, through the required payment process and at the agreed fee when joining our community

2. Monthly Payments

You understand and agree that you have committed to a monthly payment. You agree to membership fees payable by you at the rate offered and purchase time every month until cancellation. New members join our community at the most up to date available rate at that time. The fee you join at is the fee you continue to pay, however, we reserve the right to make changes to monthly fees from time to time and will give reasonable written notice if this affects you.

Monthly payments are requested through a secure online system, you have full control over your subscription. If you make any changes to your payment that may affect your subscription, please advise us immediately. We are unable to accept any other form of payment including cash, cheques, bank transfers, standing orders, annual fees, weekly fees, fees on account. Please ensure you have enough cleared funds in your account prior to your fee being requested to avoid suspension and restricted access to our community.

Membership Fees

Our current membership fees apply as follows:

Once time joining Fee: £50

Team Member: £25

Business Member: £55

Business Plus Member: £95

3. Cancellation

In the event that you wish to cancel your monthly payment, please email es@theimageconsultingcompany.co.uk stating that you wish to cancel. Your billing will cease at the end of the calendar month in which we accept your cancellation; we kindly request that you give 30 days notice where possible. Your membership, access to our community and all related marketing will also be cancelled at that time.

Re-joining our community

If, after cancellation you decide to re-join our community, your fees are subject to the price at the time of re-joining. We will not charge a joining fee if you are returning within 12 months of your previously cancelled membership. Beyond this time, we will resume your membership as a new member and request the normal joining fee.

We reserve the right to refuse membership at any time.

4. Minimum term

In order to benefit from our community and maximise your time with us, we request a minimum payment term of 3 months. If you choose to leave our community prior to this, monthly payments or a full outstanding payment will be due until the minimum term ends.

5. Group content

We reserve the right to monitor content from all members and edit or remove anything that doesn't align with our policies and values.

Please do not post content that:

- a. Restricts or inhibits others' use or enjoyment of the community
- b. Is false, misleading, fraudulent, unlawful, abusive, harassing, defamatory, obscene, vulgar, or offensive;
- c. Infringes others' rights, including privacy or intellectual property rights;

- d. Discloses personal information about others, particularly sensitive information;
- e. Contains a virus, spyware, or other harmful component; or
- f. Contains commercial solicitation or 'spam' of any kind
- g. Sells your own products, services without prior permission

Intellectual property

All content within our community is copyright of its author and must not be used without permission in any way outside of our community. Your membership gives you the right to use techniques demonstrated for personal use within your own business and must not be redistributed or shared externally.

Logos, images and branding demonstrated in our community are the property of The image Consulting Company Ltd and must not be used without written permission.

6. Privacy

Personal information of our members are stored securely and may only be used in relation to your membership during the time in which you are a member. We will keep your information secure for up to 12 months, after which any personal details and relative information will be destroyed.

We may disclose any personal information as necessary to satisfy any law, regulation or government request.

7. Termination of membership

We may, at our discretion, immediately restrict, suspend or terminate your membership and access to our community if we consider you in breach of these terms or applicable law.

8. Changes to terms

We may change our terms from time to time, but we will notify members before doing so. You may cancel your membership in line with our cancellation policy if you do not accept our terms. Your continued subscription to our community will be an acceptance of our updated terms.

9. Client referrals

From time to time we may offer you a client or connection with someone who has sought assistance through The image Consulting Company Ltd. We will do our best to match our clients with the ideal stylist that suits their needs. On doing so, we may ask you to confirm availability to suit the needs of the client prior to confirmation. On confirmation of both parties accepting the request and permission from the client, we will share personal information and/or contact details with you confidentially.

Requesting your availability is not a confirmation that you will work with the client in question. Please respond to any client requests within 24 hours where possible. At times, more than one stylist may be asked so we can match the best availability and most suitable for the clients needs. These decisions are based on availability, location and client budget - ultimately the client chooses who they wish to work with. We ask that you respect this decision and disregard any information you hold of the client if you are not working with them.

Once we have passed the client details to you, you must make initial contact with the client within 24 hours, unless otherwise requested. It is the stylists responsibility to administer the relevant terms or contract to the client. All client administration is the responsibility of you, the stylist. All invoices and payments must be administered by you unless otherwise agreed. We reserve the right to request an administration fee if in the unlikely event The image Consulting Company Ltd manage any payments on behalf of you and the client.

We reserve the right to make contact with the client to request feedback and will keep client details on our database where permission has been given by the client for marketing purposes.

10. Collaborations, events and partner opportunities

On occasion you may be invited to collaborate or get involved in an event, workshop or other session to offer you opportunities for exposure, growth and experience. When representing The image Consulting Company Ltd, you are expected to present yourself in a professional capacity and observe the terms of work for that specific event, collaboration or occasion.

11. Business and Business Plus Membership

All members that commit to business or business plus membership agree to the following:

- Your mentoring session is one hour per month. This includes any research, work, administration, calls, emails that your mentor conducts on your behalf.
- You can choose to spend additional time with your mentor at their discretion and external costs. Please discuss this directly with them, charges may vary.
- After initial introduction, your one hour mentoring session should be booked directly with your mentor.
- Mentoring sessions will take place on an online call platform such as zoom or a phone call. Please make sure you have a reliable connection in a place of least distractions to maximise your experience. Sessions can not be extended or re-booked if disruptions occur during your call. Any changes are at the discretion of your mentor.
- In advance of your session, your mentor will ensure you have the information you require to make contact at the agreed time.

- Due to the time constraints of those involved in mentoring, please be respectful if you need to amend your mentoring session. There may be urgent situations when you need to re-schedule or cancel your session, if this is the case, please ensure you give your mentor at least 48 hours notice where possible. Your mentor will do their best to accommodate a re-scheduled time if enough notice is provided; this is at the mentors discretion and subject to availability. Please try to commit to your agreed time. The mentor reserves the right to cancel or postpone your session if not enough notice is provided. Mentoring sessions must be taken within the month paid for and can not be carried over unless otherwise agreed in writing.
- Please ensure you are available for your session at the time you have agreed with your mentor. If you are not obtainable within 15 minutes of session start time, the mentor reserves the right to cancel the session for the month or deduct the necessary time remaining from the session.
- There is no minimum term for business mentoring to give you greater flexibility when you need it. You can switch from business member to team member (and vice versa) at any time with 30 days notice, please note that if you choose to move to another type you will be charged the current chargeable rate of membership for that type. Please ask for the current members rates.
- You can change your mentor at any time with 30 days notice. Please request this through your mentor or through Emmeline.
- All information you discuss with your mentor is kept confidential and stored securely within The image Consulting Company Ltd and on occasion, communicated with Emmeline for business purposes.
- Refunds are not available for business mentoring unless otherwise agreed.

12. Stylist referrals

We welcome members to refer other trusted stylists that share our ethos in to our community. On the stylists application, we will ask the name of the person that recommended our community to them. They must complete this field in order for the referral offer to apply. For all successful referrals that commit to the minimum term (3 months) within our community, the referring member will be offered a choice of either:

- A one hour power hour session with a mentor (*as per business member terms, subject to availability, the session must be taken within the month advised by us*)

Or

- One month team membership credit (*at current rate at the time of referral, this will be adjusted for the next due payment within the payment portal*)

Only one option may be chosen. If more than one stylist has been listed on application, the membership credit will be split between each referral member. The offer is only available after 3 consecutive months of the referred stylist residing within our community. We will let you know when this happens.