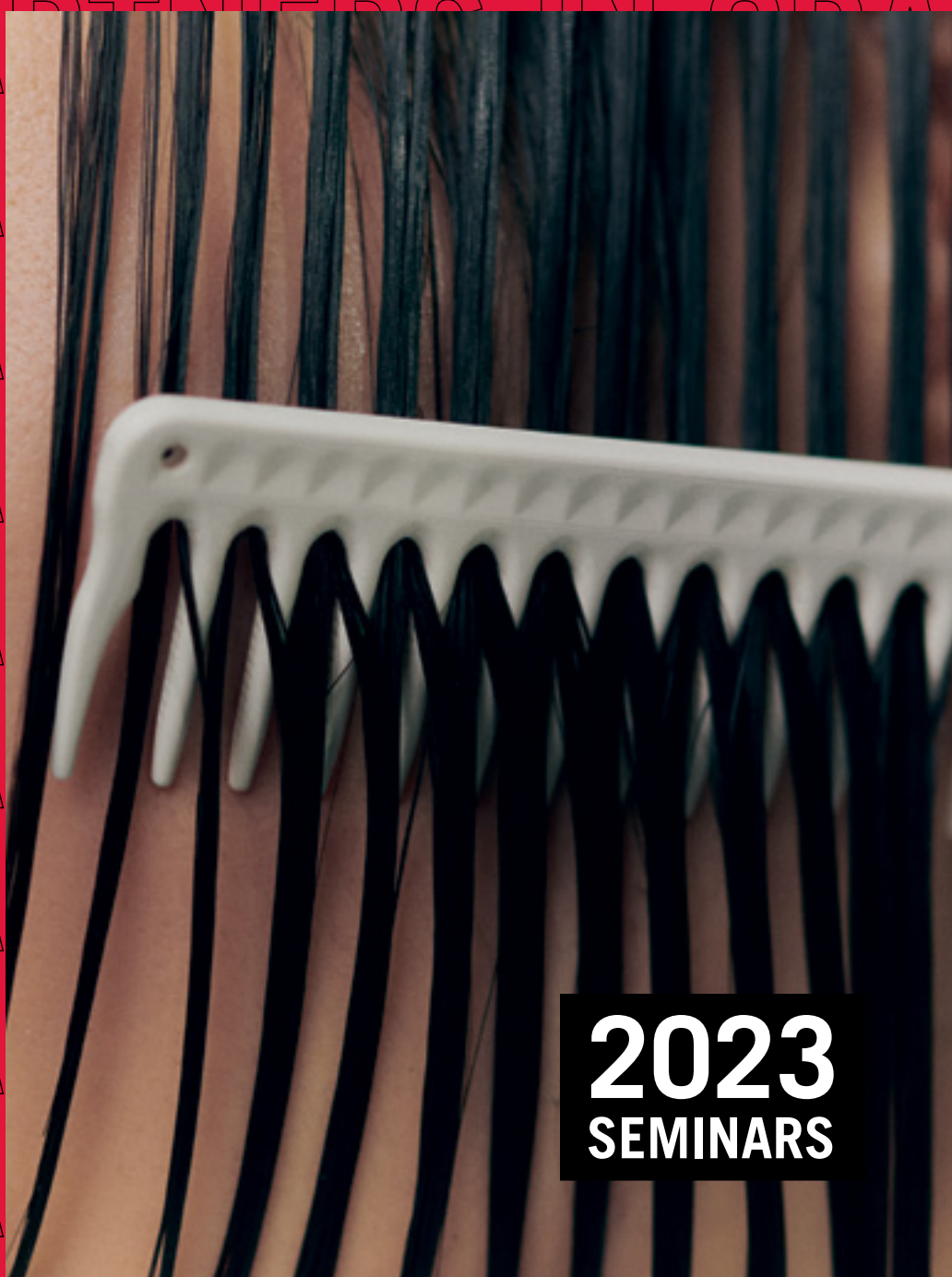


ASK
EDUCATION


Schwarzkopf
PROFESSIONAL

PARTNERS IN CRAFT



2023
SEMINARS

Together. A passion for hair.

SIMON ELLIS

INTERNATIONAL
CREATIVE DIRECTOR

@thesimonellis

Our industry simply does not stand still. It moves. We move. Together.

This means supporting the future of our industry by building a global hairdressing community as passionate about hair as we are. When you partner with us, we give you the tools and support you need today, to become the hairdresser you want to be tomorrow – how do we do that?

Through our **world-class education** offering that's continuously evolving to keep YOU ahead of the curve as you develop the necessary skills and knowledge to empower you and your salon. We understand that **every hairdresser's journey is unique**. This is exactly why our offer is customisable – so that we can help you to shape yours.

Through our **service-centred approach** – which puts YOU, the hairdresser at it's heart – and our trusted **blended learning experience**, we provide 360° support to help you hone your craft 24/7.

2023 brings a new year of growth and opportunity as we continue to celebrate the craft of hair and the value of true craftsmanship.

Our passionate team works together to continuously grow our portfolio of diverse brands. Tweaking, refining and responsibly sourcing to create innovations that celebrate the latest hair trends and fashion. Our new care and styling seminars will give you the confidence to **craft the difference** for every client that walks through your door. From relevant customer-friendly, boundary-pushing, take-home product assortments, your clients' individual needs are at the centre of every in-salon experience.

It's our drive and commitment that propels us forward as we combine precise technical knowledge with creative freedom and sustainable salon practices to continuously set new standards in the market.

So come and **learn with us**. Experience our classes and meet our team of committed professionals. A multi-skilled team, dedicated to the **craft of hairdressing**, who will help and support you to become the hairdresser that you want to be.

WE ARE #PARTNERSINCRAFT.

CONSTANTLY LEARNING,
ALWAYS EVOLVING

HEAD OF EDUCATION
SCHWARZKOPF
PROFESSIONAL
AUSTRALIA AND
NEW ZEALAND

@schwarzkopfproanz

Our industry landscape has changed dramatically over the last few years, as hairdressers we continue to be adaptable, resilient, and as always passionate about our craft.

As we support and nurture your personal growth, our digital learning offering provides ready-to-access education at your fingertips so you can learn whenever, and however it suits you best. Our new and improved ASK eAcademy, online tools will help unlock your true potential!

ASK education will again pivot and forge a new pathway forward, delivering creative inspiration and technical insights from our experts to further upskill our salon stylists.

We will continue to provide a flexible 'blended' calendar of learning from our creative seminars, bespoke F2F in-salon sessions, and 24/7 support via our ASK e-learning platform, accommodating all skill levels and embracing a broad diversity of learning.

Be empowered by our ASK education team, in collaboration with our Ambassadors and Guest artists inspiring your stylists, sharing techniques to cut, colour and style driving your business to further success. Embrace innovative new products to support and achieve technical perfection in your craft.

I look forward to working together, building relationships with you and your teams in 2023.

GINA THOMAS



OUR SERVICE-CENTRED APPROACH PUTS YOU, THE HAIRDRESSER AT IT'S HEART...



Be empowered with **THE TECHNIQUES** to cut, colour and style – refreshed & on trend.

Embrace innovative **PRODUCTS** you can trust to perform.

Use relevant **TOOLS** to achieve technical perfection in your craft.

ACCESS ALL AREAS OF HAIRDRESSING

We understand hairdressing expertise goes well beyond our professional product portfolio. We are a **full-service provider** delivering best-in-class education for every area and level of expertise – online and in person.

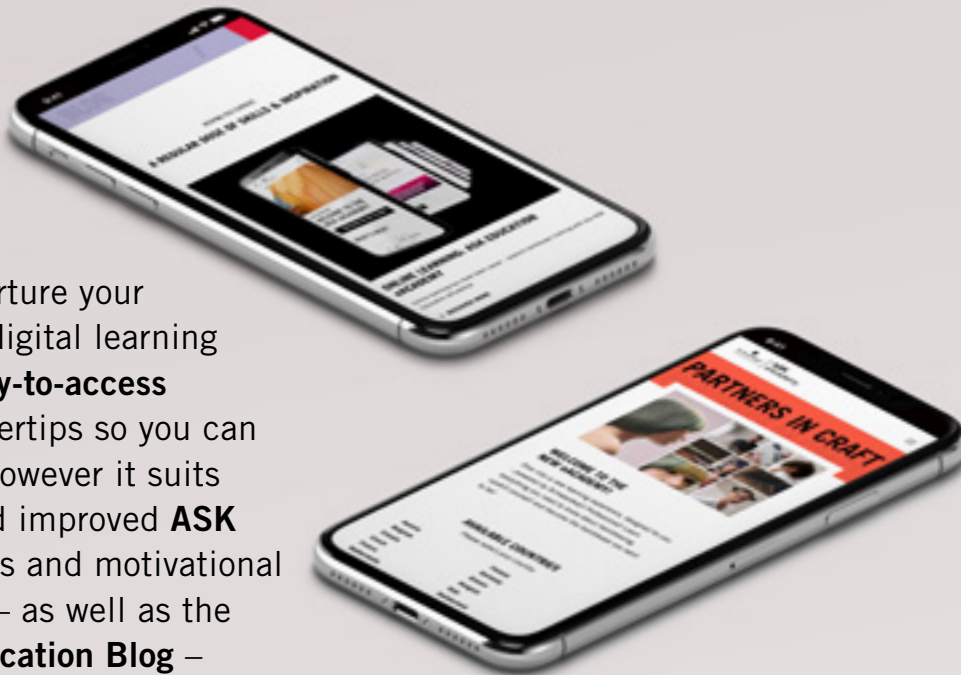


- | | | | |
|--|---|--|--|
|  Business & Digital |  Sustainability |  Diversity |  Essential Skills |
|  Consultation |  Essential Looks |  Creativity | |

MASTER YOUR CRAFT AT YOUR OWN PACE

DIGITAL LEARNING

As we support and nurture your personal growth, our digital learning offering provides **ready-to-access education** at your fingertips so you can learn whenever, and however it suits you best! Our new and improved **ASK eAcademy**, online tools and motivational social media content – as well as the ever-popular **ASK Education Blog** – inspire creativity and help you to unlock your true potential!



ASK eACADEMY

We welcome you to the future of education. Designed by hairdressers, for hairdressers. ASK eAcademy has been revamped to bring you a more dynamic approach to learning – the power of education is truly in you. Our **brand new learning experience** is meant to revolutionise the way you learn your craft. Whether you are looking for inspiration or practice, we have got you covered.

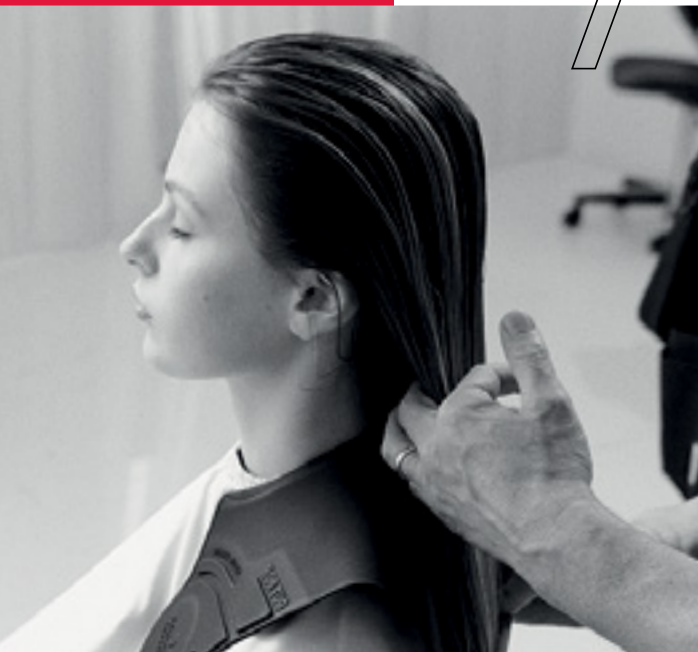
Learn new skills at your own pace with ASK eAcademy:

- **Be inspired**
- **Easily access key information**
- **Access to Online & Offline events with local talented hairdressers**
- **Be part of a global community of like-minded people**



Through our **free online platform**, you will have access to video tutorials, audio-visual presentations, and blended learning opportunities.

DIGITAL LEARNING



We combine physical and digital learning to enrich your learning experience. We offer a variety of hairdressing courses to enhance your skills. You can learn in the way that suits you with a personalised learner journey to **reach your goals**. Then track your progress through new courses and learning paths. Once completed, put yourself to the test and finally get rewarded with badges and certificates.

It is our goal to inspire you and give you confidence. Make your dreams a reality and become the hairdresser you want to be.

Take charge of your own success.



BLENDED LEARNING EXPERIENCE

Our Blended Learning Experience is designed to support you, wherever and whenever you need it. Whether physically through our **cutting-edge seminars** and **in-salon training** sessions, or digitally with inspirational tips & tricks on our social media and new and improved **eAcademy platform** – with self-paced courses available round the clock.

WE TRAIN OUR TRAINERS TO BE THE BEST FOR YOU

CAPABILITY PROGRAMME

At Schwarzkopf Professional developing and empowering our Education teams is our strongest investment for a **successful future**. Our Capability Programme builds strong, creative and unique Education teams within the industry.

It is a progressive development plan, setting a standard for new hires, developing excellence in experienced trainers and ultimately recognising and **celebrating top mastery**.



COLOUR

COLOUR

COLOUR



COLOUR. IT'S A POWERFUL TOOL. IT TRANSFORMS. DELIGHTS. EMPOWERS.



Our colour seminars are designed to enhance your existing skills. This year sees an even bigger focus on **colour mixing** with our exciting collaborations, we're also expanding both our **multidimensional colour** and blonde offerings with specialist seminars and training opportunities developed to **empower and advance** your individual colour artistry.



HERO SEMINAR

HERO SEMINAR



FROM CONSULTATION TO SERVICE

This seminar highlights our full Schwarzkopf Professional colour portfolio, showcasing the latest innovations and new techniques to really get the most out of our **high-performing colour assortment**. Through role-play, you'll be able to master the colour consultation, fuelling you with confidence to meet each and every individual client request.



Equipped with the knowlege behind each of our colour brands, you'll take the consultation right through to the end result; presenting your masterpiece on stage with real life models. Dedicated to pushing your creative limits, you'll be empowered with the tools and knowledge to **become the colourist you want to be!**

HERO SEMINAR



IT'S A WHOLE NEW
WORLD OF COLOUR.



YOUR COLOUR ESSENTIALS

When it comes to colouring hair, understanding the essential principles of colour is the first step to becoming a colour master! This seminar will get your creativity flowing as you think about how colours work and interact together; paired with our diverse range of colour products, you'll be guided through the colour process to **showcase your skills** on either blockhead or live models.

FACILITATOR – ASK ADVISOR
SEMINAR – IN-SALON OR DIGITAL

FOR MORE INFORMATION PLEASE
CONTACT YOUR ASK ADVISOR

EMERGING COLOUR TRENDS

It's a whole new world of colour! Colour comes in many forms, from natural-looking to enhanced. This seminar offers a complete deep dive into the **exciting world of colour** and the fundamental principles behind the laws of colour – once you understand these, creating custom colour formulations will be a breeze! You'll leave with the skills to create unique and **bespoke colour mixes** for each individual client request.

FACILITATOR – ASK ADVISOR/
GUEST ARTIST
SEMINAR – IN-SALON OR DIGITAL

FOR MORE INFORMATION PLEASE
CONTACT YOUR ASK ADVISOR

AUTHENTICITY REALLY MATTERS TO YOUR CLIENTS!



“MY HAIR BUT BETTER” COLOUR



Authenticity really matters to your clients! This includes the brands they choose to use. Dive into the world of our newly improved, vegan permanent colour brand, tbh – true beautiful honest; our first multidimensional colour for personalised beauty experiences with “my hair but better” colour results. **Multidimensional techniques** like Balayage, Ombre, Highlights, Pastel Toning and Microlights continue to dominate salon services – master these to illuminate and provide your clients with the most beautiful, natural-looking colour results.

FACILITATOR –	ASK ADVISOR
SEMINAR –	IN-SALON OR DIGITAL

FOR MORE INFORMATION PLEASE
CONTACT YOUR ASK ADVISOR



CREATIVE FREEHAND TECHNIQUES. RELOADED!

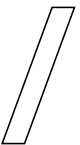


Be a pioneer and master your freehand skills! This course will put you at the forefront of the latest advanced application techniques, pushing the boundaries of your comfort zone. Following up-to-the-minute hair trends, you’ll **maximise your creativity** guided by a talented guest artist, to craft a completely bespoke and prescriptive service for every salon client.

FACILITATOR –	ASK ADVISOR/ GUEST ARTIST
SEMINAR –	IN-SALON OR DIGITAL

FOR MORE INFORMATION PLEASE
CONTACT YOUR ASK ADVISOR

COLOUR: CORRECT & RESET



It’s time to refresh your corrective colour skills! Take a look at the most **challenging processes** and learn how to tackle them. Gain confidence in selecting the right formula and technique needed to darken, lighten and work tone on tone. **Consult, diagnose and remedy** as you master our supporting products to address the needs of client hair, skin and scalp condition – you’ll provide perfect colour results every time, and upgrade your salon services.

FACILITATOR –	ASK ADVISOR
SEMINAR –	IN-SALON OR DIGITAL

FOR MORE INFORMATION PLEASE
CONTACT YOUR ASK ADVISOR

BACKBAR

BACKBAR

BACKPAD



LEAVE YOUR CLIENTS
BUZZING WITH SATISFACTION.



Celebrate your artistry and enhance your client's look with educational Backbar classes designed to inspire and excite.

Learn how to take your clients on a **truly customised**, in-salon care journey and create beautifully **personalised results**, every time.

TAKE A HOLISTIC HAIRCARE APPROACH



ON IT! CARE CONSULTANT



A fresh approach to hair and scalp therapy. Great cut. Amazing colour. Head-turning style. Job done? Not quite. To keep them really happy, your client needs all that, to last as well. Your knowledge needs to switch from cutting-edge creative to care expert, rooted in the fundamentals of holistic hair and scalp therapy and the latest services. With a focus on BC Bonacure and Oil Ultime, this course will assess how daily exposure to natural elements can damage your client's hair and scalp, and what you need to know to deliver the perfect solution.

FACILITATOR –	ASK ADVISOR
SEMINAR –	IN-SALON OR DIGITAL

FOR MORE INFORMATION PLEASE
CONTACT YOUR ASK ADVISOR

ALTERNA SEMINARS



ALTERNA IMMERSION



Immerse into the luxury of Alterna Haircare. An in-depth product knowledge session designed to introduce you to the complete Caviar Anti-Aging Collection. Discover how each benefit-led product indulgently transforms the hair while addressing your clients key anti-aging haircare concerns.

FACILITATOR –	ASK ADVISOR
SEMINAR –	IN-SALON OR DIGITAL

FOR MORE INFORMATION PLEASE
CONTACT YOUR ASK ADVISOR

ALTERNA TREATMENT SERVICES



From professionals for professionals Step-by-step guide on how-to deliver Alterna's luxurious treatment rituals. Each ritual aims to elevate your salon service and deliver maximum treatment benefits to your clients, The results indulgent services with targeted benefits personalized to each hair type and hair concern.

FACILITATOR –	ASK ADVISOR
SEMINAR –	IN-SALON OR DIGITAL

FOR MORE INFORMATION PLEASE
CONTACT YOUR ASK ADVISOR

MY HAIR. MY CANVAS. IMMERSION



Ever-Learning, always exploring, proudly unfinished. Immerse and create your own moments of luxury. Ritual of self-care & self-kindness, less is more philosophy. Invest in high-performing, versatile & customisable beauty, ingredient-conscious & clean beauty minded. An in-depth product knowledge session designed to introduce you to the My Hair My Canvas collection.

FACILITATOR –	ASK ADVISOR
SEMINAR –	IN-SALON OR DIGITAL

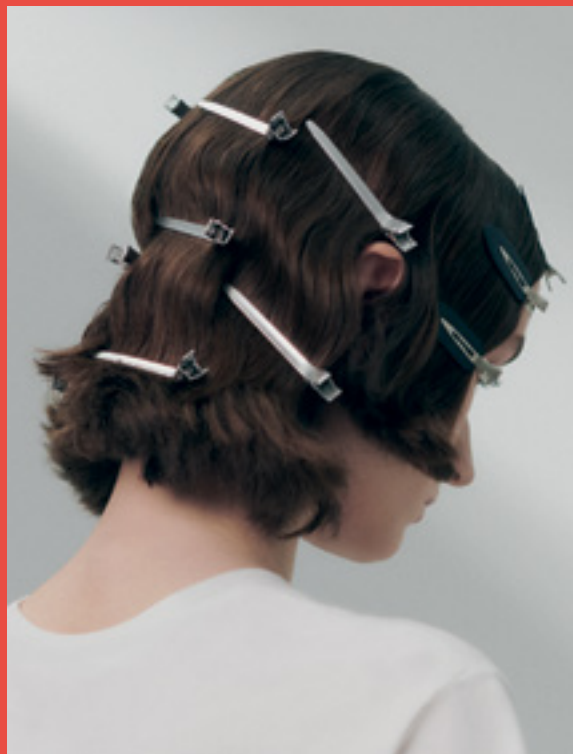
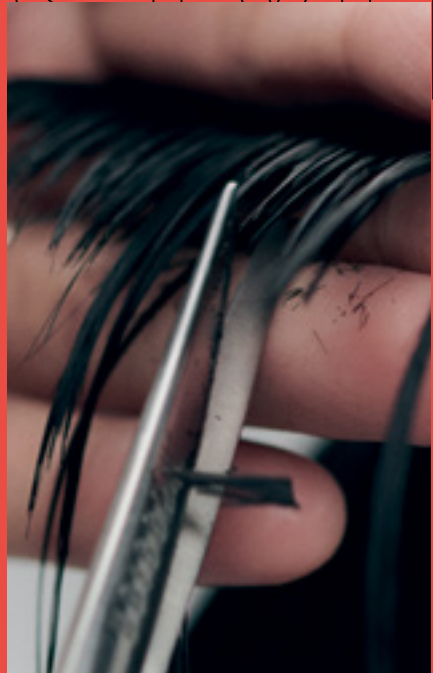
FOR MORE INFORMATION PLEASE
CONTACT YOUR ASK ADVISOR



STYLING

STYLING

STYLING



**CRAFT TRULY INDIVIDUAL HAIRSTYLES
AND BOUNDARY-PUSHING LOOKS**



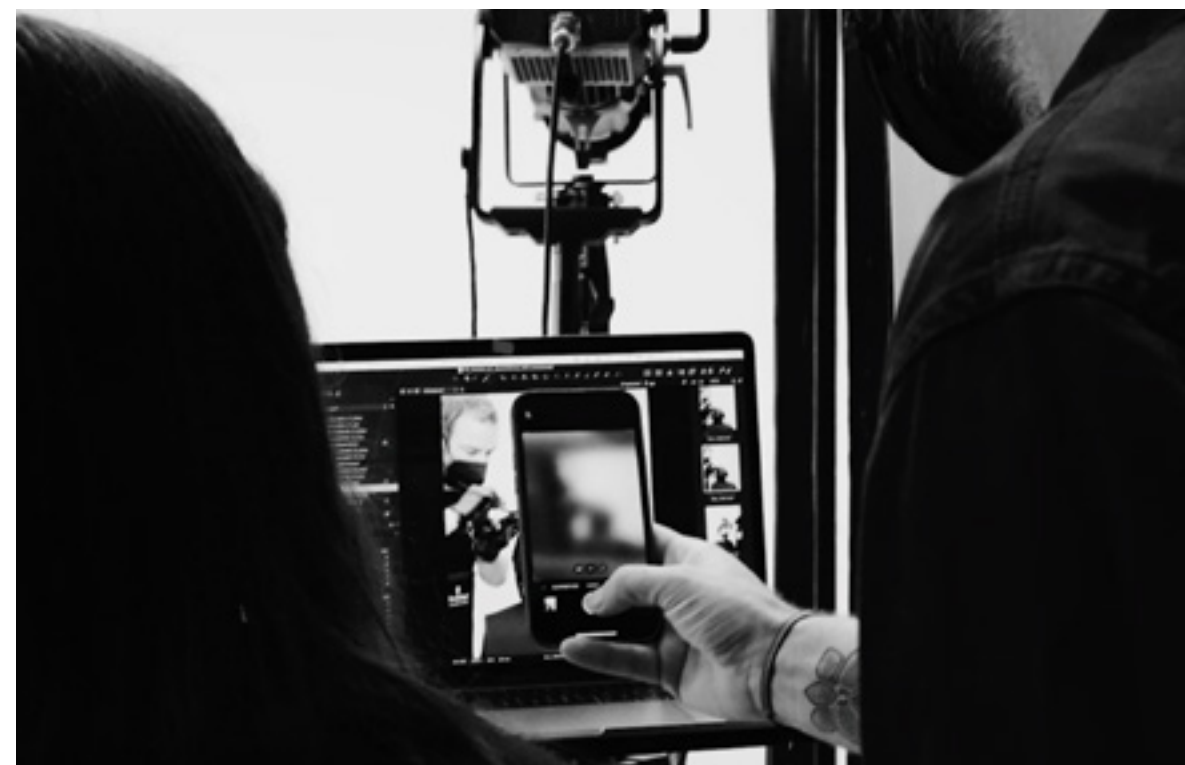
Craft the difference with our **performance-driven products** and techniques, developed to meet the needs of every styling situation.

Our portfolio is now **greener and more accessible than ever before**, ready and waiting for you to build the confidence to craft truly individual hairstyles and boundary-pushing looks.

HERO SEMINAR



LEARN HOW TO NAIL THAT BLOW-DRY



STYLING DNA

Immerse yourself in OSiS+! After covering the basics, our team will show you how to achieve the latest styling trends. You'll gain confidence to unleash your creativity as you master Schwarzkopf Professional's innovative styling range.

Take fresh inspiration and new styling skills back to the salon, so you can **create customised looks** your clients will love!

FACILITATOR – ASK ADVISOR/
GUEST ARTIST
SEMINAR – IN-SALON OR DIGITAL

FOR MORE INFORMATION PLEASE
CONTACT YOUR ASK ADVISOR

MEN'S HAIR. MASTERED.

Did you know that male clients are often the most loyal and frequent visitors and most open to buying retail? Three very good reasons to learn how to expertly cater to their needs. Keep up to date with the **latest in men's cutting** and learn how to translate your inspirations into **salon-viable looks** as you get to know the Schwarzkopf Professional styling assortment.

FACILITATOR – GUEST ARTIST
SEMINAR – IN-SALON OR DIGITAL

FOR MORE INFORMATION PLEASE
CONTACT YOUR ASK ADVISOR

YOUR PERFECT BLOW-DRY

Learn how to **nail that blow-dry**, from product & brushes to new techniques. Starting with classic techniques, we will expand your knowledge and teach you the smart way to create outstanding **volume, bounce and lustre**. Explore Schwarzkopf Professional's range of blow-dry products as we support you on your journey to the perfect finish!

FACILITATOR – ASK ADVISOR/
GUEST ARTIST
SEMINAR – IN-SALON OR DIGITAL

FOR MORE INFORMATION PLEASE
CONTACT YOUR ASK ADVISOR

CREATE IT, POST IT

Want to create your own look and showcase this digitally but don't know where to start? We can show you how to get that perfect Insta-ready shot using the most advanced techniques on live models?

Braids. Knots. Buns? Bring 'em on. Thinking outside the box to capture that **perfect image for social media** and allowing your creative juices to flow.

FACILITATOR – NATIONAL CREATIVE
EDUCATOR
SEMINAR – IN-SALON OR DIGITAL

FOR MORE INFORMATION PLEASE
CONTACT YOUR ASK ADVISOR

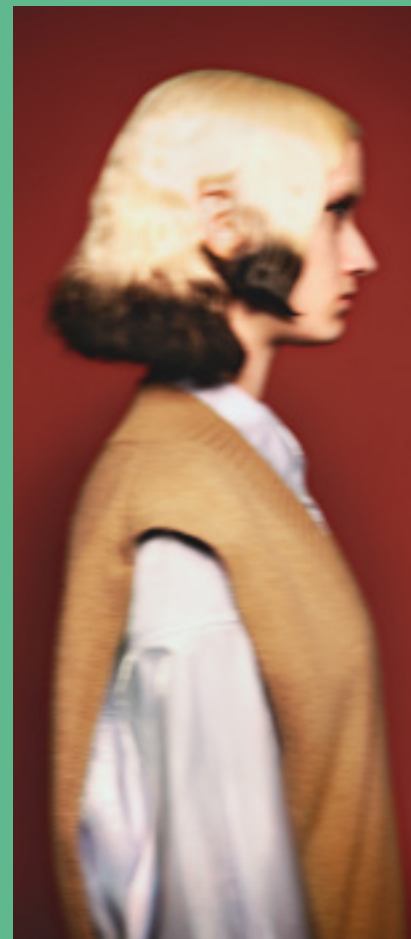
VISIONARY

VISIONARY

VISIONARY



WE LOOK AHEAD TO KEEP YOU AHEAD!



ASK Visionary is all about giving you a **fresh perspective**; sharing ideas, aspirations and curated educational experiences that inspire us all to hone our craft. Whilst talk is great, action is better – which is why we've developed our range of Visionary seminars to not only only **spark creativity**, but to empower you with tips & tricks and essential knowlege, as well as the techniques to safeguard and grow your future business.

HERO SEMINAR



ESSENTIAL LOOKS

With Essential Looks we look at trends in a holistic way, because we know that fashion and hair are closely connected. We bring you hair and **fashion trends** in one unique collection **twice a year** – providing educational value through the latest innovations and techniques while seeking to constantly inspire you to **create new on-trend services** for your clients. Discover a unique immersive experience with exclusive content at essentiallooks.com

Hair doesn't stand still, it grows. Trends are always changing. The demands of salon clients shift and grow too. We help you to stay a cut above the rest with Essential Looks. Bringing you the latest lifestyle and fashion trends, and translating these into our three distinct Essential Looks trends with **aspirational catwalk and wearable salon looks**. Empowering you with techniques in cuts, colour and styling to create those.



WITNESS THE MASTERS AT WORK



LOOK & LEARN

An exclusive overview of the Essential Looks Collection. We get that sometimes things can be busy and finding time to keep up with the latest looks just isn't going to happen. That's exactly why we run this Look & Learn session. Get up close and personal with everything the latest Essential Looks Collection has to offer as you **learn from the masters**. Our team of world-renowned hair artists show you how to put your own spin on the latest runway looks, recreating the hottest **cut and colour trends** in a viable way for everyday salon services.

COLOUR JAM

In these unique sessions, we'll showcase the latest Essential Looks Collection through practical hands-on workshops and live product demos. You'll learn how to recreate the latest colour looks, with a focus on what's now and what's next, developing the skills and knowledge to mix next-gen colours in your salon.

FACILITATOR –

ASK ADVISOR

SEMINAR –

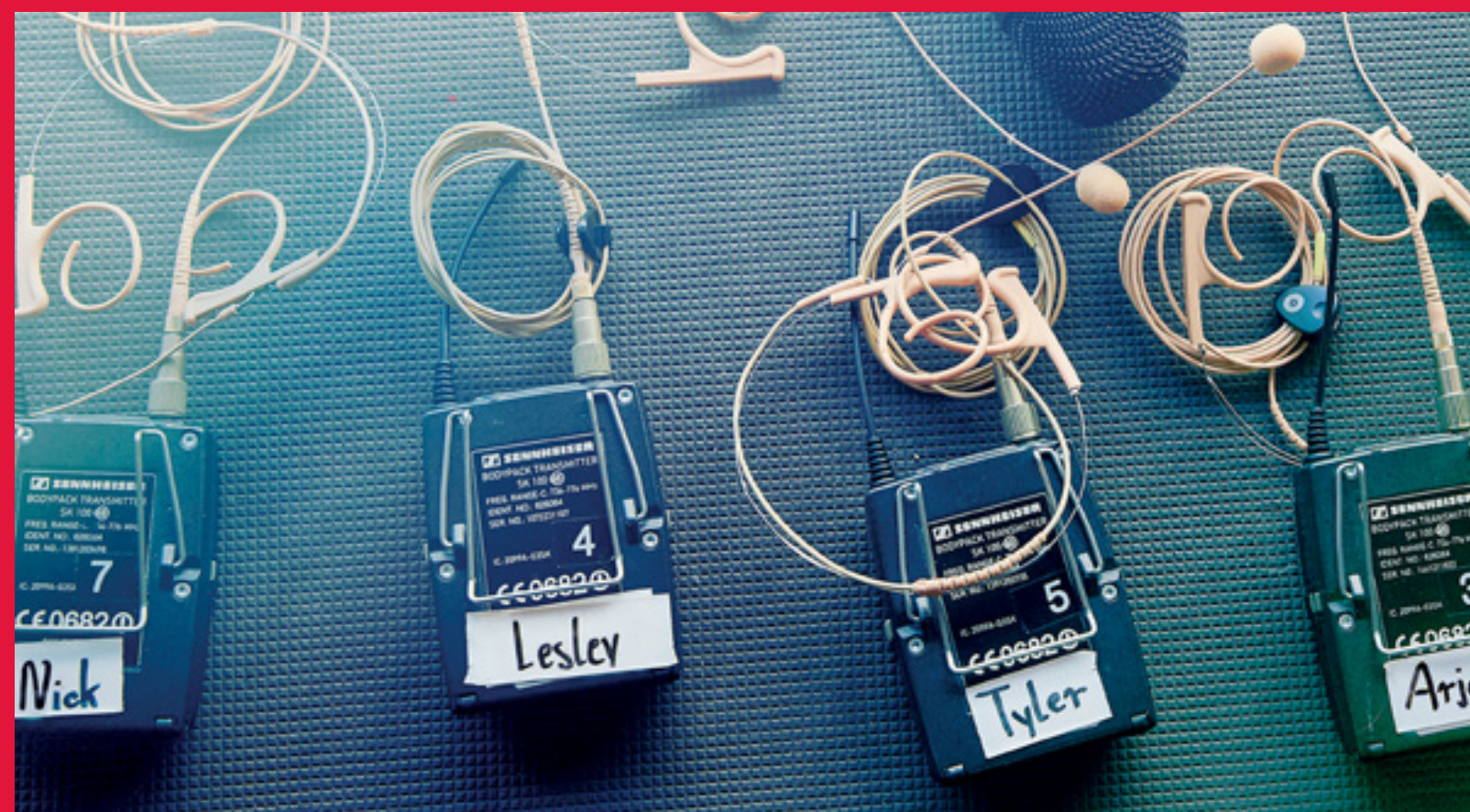
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FOR MORE INFORMATION PLEASE
CONTACT YOUR ASK ADVISOR

GLOBAL AMBASSADORS AMBASSADORS



MEET OUR GLOBAL AMBASSADORS



Introducing a diverse and truly global collective of industry leaders to guide and inspire us. Sharing their expertise gained from **Session Styling, Educating** and **Innovating** on a global stage, we keep you connected to the best of the best.

These are the creative innovators and driving force in defining our future hair trends.

WE ARE #PARTNERSINCRAFT.

TYLER JOHNSTON



GLOBAL AMBASSADOR

@tylerjohnstonhair



Tyler Johnston is one of the **masterminds behind Essential Looks** who has an immaculate pedigree as both a creative hairdresser with a celebrity clientele and as a leading editorial stylist with some of the world best brands and icon photographers.

He is a multitalented hair artist with a focus on producing beautifully crafted, original looks that celebrate the very best in hair.

LESLEY JENNISON



GLOBAL AMBASSADOR

@lesleyjennison



Lesley Jennison is a true world expert and leading educator in the art of hair colour. She is one of the key Essential Looks **colour experts who is both a specialist and craftswoman** who has used her technical expertise, learned from the world's best, to create some of the industry's stand out innovations, techniques and services that celebrate the very best in creative and commercial hair colour.

NICK IRWIN



Nick Irwin is a true industry icon. He has had prestigious careers with both Toni & Guy and Tigi as their Global Creative Director working alongside Anthony Mascolo, amongst others. He works closely with Rankin the iconic photographer and the team at hunger magazine. With a **passion for hair matched only by his outstanding talent**, his work is often featured in global fashion magazines and international advertising campaigns.



GLOBAL STYLING AMBASSADOR

@nickirwinhair

ARJAN BEVERS



Arjan Bevers is both a **multitalented, award-winning hair artist** as well as successful Netherlands-based, salon owner producing highly commercial, in-demand hair services.

He brings a commercial eye and produces world class hair, with looks and salon services that have strong consumer appeal.



GLOBAL COLOUR AMBASSADOR

@arjanbevers

ANZ AMBASSADOR AMBASSADOR



NATIONAL AMBASSADOR

@deeparkerattwood_



DEE PARKER- ATTWOOD



Dee is one of hairdressings leading ladies walking the line of owner, trainer & creative visionary to balance the realities of running a successful business and nurture her quest to deliver bespoke, graphic cut and finishing trends. A self-proclaimed hair junkie driven to succeed in a competitive space with a gift to empower others to be their best.

- 2021/22 British Hairdressing Awards, Finalist
- 2022 AHIA Australian Hairdresser of the Year
- 2022 One Shot (USA) Avantgarde Shot of the Year
- 2021 AHIA Australian Hairdresser of The Year Winner
- 2021 British Hairdressing Awards, International Collection of The Year Finalist
- 2020 IHA International Avantgarde collection of The Year
- 2019 Essential Looks Ambassador & Australian Hairdresser of The Year
- 2019 Hair Expo Australian Hairdresser of The Year
- 2018 Hair Expo Hairdresser of The Year Finalist
- 2016 Hair Expo Victorian Hairdresser of The Year
- 4 x AHFA Australian Hairdresser of The Year Finalist

JENNIFER MORGAN



NZ NATIONAL AMBASSADOR

@jennifer.morgan.hair

With a career that spans over 30 years Jennifer Morgan has a reputation as an expert in the industry with a love of COLOUR. Jen is as passionate about colour now as she was when she began having learnt a trick or two along the way!

Jennifer's experience gives her the confidence and knowledge to deliver all her clients hair desires. Jennifer believes her role is to guide and advise her clients ensuring the colour & style work together with their natural hair and lifestyle.

Great hair increases self-confidence and it's her mission to enhance client's beauty by creating flawless customized colour.

As the NZ National Ambassador, a role that allows Jen to teach and mentor our future industry stars sharing creative colour ideas, products & trends.

'WE SHOULD NEVER STOP LEARNING OUR INDUSTRY IS EVER EVOLVING AND WE MUST MOVE WITH IT, I AM AS EXCITED NOW AS I DID AT THE BEGINNING OF MY CAREER'

GUEST ARTISTS



KRISTIE KESIC

@cobellecreative

Kristie Kesic is an award-winning expert colourist who has, over the last 16+ years, built her reputation as one of Australia's best Colour Technicians. Owner of Cobelle Creative, Kristie and her salon boast a number of impressive awards, including 'Brisbane's Best Hairdressers,' 'Brisbane's Best Blondes,' and 'AHIA Salon Team of the Year.' Her colouring prowess has long too been awarded, with Kristie being a finalist for the AIPP International Best Colour, AHFA Creative Colourist of the Year, and Hair Expo Australian Colourist of Year awards. Kristie has long been passionate about education, running her own Flawless Education programme.

- AHIA Colour expert of the year finalist 2022
- AHFA Creative colourist of the year finalist 2022
- AHFA Qld hairdresser of the year finalist 2022
- Australian women's small business champion winner 'hairdressing' 2022



NIC SHIUN

@nicshiun

Nic Shiun (Director of Éclat Atelier, N33 and Junn Hair) originally from Penang, Malaysia, moved to Sydney in 2012. Nic is an expert in lightening, always experimenting and searching for continuous improvement, mastering balayage as his specialty. Australian social media sensations Lily May Mac and Leah Perkins are amongst Nic's clients.

CREATIVE COLLECTIVE



THE NEXT GENERATION OF HAIRDRESSERS

Created to celebrate the craft of hairdressing, the Creative Collective will be a community of likeminded ambitious creatives, who are offered exclusive opportunities to upskill and hone their craft.

Built to inspire, to educate, to develop relationships and and to help the salon businesses, the Creative Collective creates opportunities for salon stylists. Creative Collective team members will be invited to participate in leading hair events to being upskilled by Australia's best hairdressers and much more.

COBELLE EDUCATION



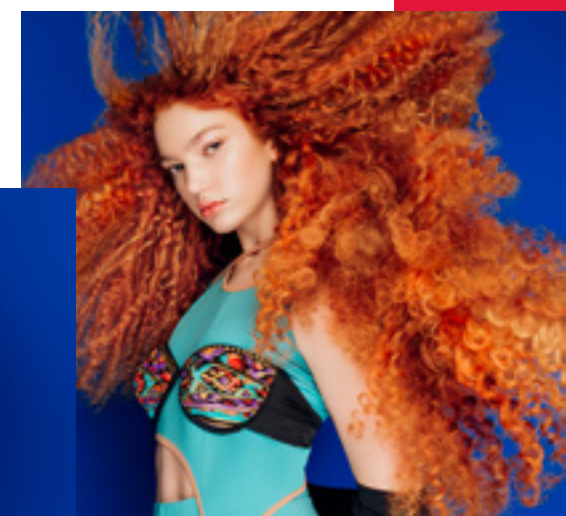
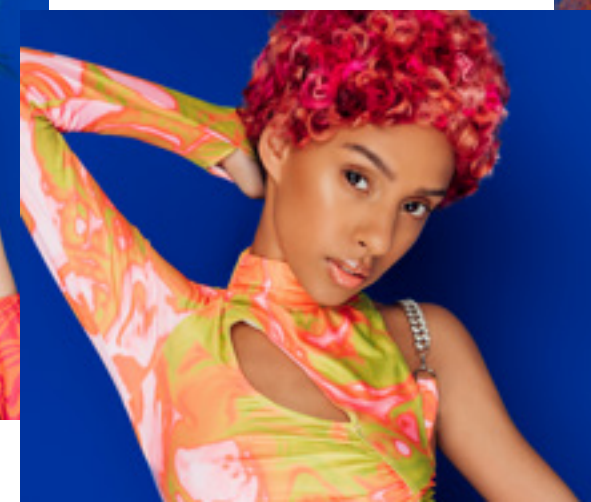
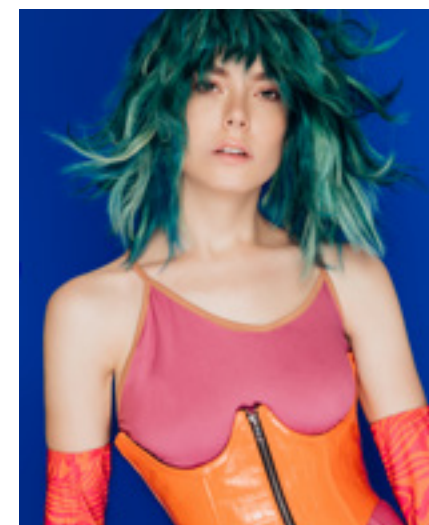
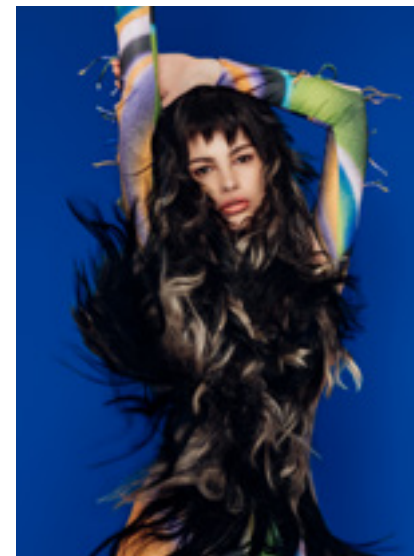
Cobelle Education is the education branch of respected, dynamic colourist Kristie Kesic of Cobelle Creative. She will teach you how to grow your own colour column by becoming the colourist you've always wanted to be. Salon education is the foundation of a strong hair industry and sharing knowledge is powerful.

Kristie is the colourist to ignite your passion within the wonderful world of colour and raise you to the next level boosting your bottom line, confidence and job satisfaction.

Kristie's bespoke colour education demonstrates:

- how mastering your colour craft is essential for a strong skill set
- why it is important to respect and understand these skills before ultimately creating your own techniques.
- Master a flawless foil, perfect a seamless balayage and gain confidence to tackle those transformations.
- Be inspired by the way Kristie sees colour placement within haircuts.

For more details about Cobelle Education email kristie@cobellecreative.com.au or DM @cobelle_education





HOW TO BOOK YOUR SEMINAR

For all seminar dates please speak to your Schwarzkopf Professional Educator.

Ready to book or require further information on content, seminar availability please speak to your ASK Advisor or call AU **1800 624 000 / (02) 9978 0648**. NZ call **0800 500 515**

Email **schwarzkopfprofessional@henkel.com**

PAYMENT OPTIONS

1. Charge to your Schwarzkopf Professional or Alterna Account
2. Pay via credit card; Mastercard & Visa are accepted - surcharges apply

Note: Accounts/Credit cards will be charged on date of booking.

PHOTOGRAPHY & VIDEOGRAPHY DURING COURSES

Occasionally, Schwarzkopf Professional team members may take photographs and/or videos of education courses taking place, which are used for education marketing purposes (e.g., Instagram, Facebook, and the Schwarzkopf Professional Education website). Your attendance assumes your agreement to appear in these photos and videos. If you do NOT wish to appear, please make it known to your Course Leader before you leave the Studio on the first day of your course.

CANCELLATION POLICY

A confirmation email will be sent to the participant 14 days prior to the seminar taking place and a reminder SMS will be sent in the week leading up to the seminar date.

If you are unable to attend a seminar 14 days prior notice is required. Cancellations and changes are only accepted 14 days prior to the seminar date – cancellations must be in writing via **schwarzkopfprofessional@henkel.com**

Cancellations will not be accepted by your Schwarzkopf Professional Sales partner or ASK Advisor.

* In case of a course being cancelled or postponed due to low enrolment or unforeseen circumstances, refunds will be processed where due. Schwarzkopf Professionals reserves the right to update their courses and Guest Artists without notice.

We realise that the impact of COVID-19 affects each one of us both personally and professionally. Your wellbeing is most important for us.

Henkel continues to ensure the safety of all employees and customers taking necessary actions around business continuity and state restrictions and guidelines.

Note: Should we be required to cancel a seminar/event due to COVID restrictions and or border closures we will look to postpone or move to a later date. Refunds will apply based on circumstance

- If you feel ill or have flu like symptoms you should follow health advice/government guidance, and not attend the seminar/event.

BORN FROM A SIMPLE YET POWERFUL IDEA



This exceptional success is thanks to the tireless work performed by volunteers from Schwarzkopf Professional's experienced partner salons, **who offer their time, passion and skill for free** – this means that some of the most vulnerable people in the world can benefit from their hairdressing expertise to build a successful career and an independent future.



SHAPING FUTURES

The Shaping Futures initiative, in collaboration with Fritz Henkel Stiftung, strives to create a brighter, sustainable future for socially disadvantaged young adults, by teaching them the craft of hairdressing. Through this shared passion, Schwarzkopf Professional has brought the Shaping Futures programme into over 32 different countries, **influencing the lives of more than 2,600 young adults.**



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