



**AVEDA INSTITUTE
NEW YORK**

Student Manual



INTRODUCTION

Aveda Institute New York was founded to create the most successful entrepreneurs in the professional beauty and body care industry. The institute places great emphasis on well-being, which relates to the individual's self, community, as well as the environment. This is reflected in our exclusive use of Aveda pure flower and plant essences. Students are taught the relationship between personal beauty, well-being, and the environment.

ADMINISTRATION OFFICE HOURS

Office Administrative Hours

Monday through Saturday: 9am – 5pm
Sunday: Closed

Student Services Hours

Monday through Friday: 9am – 5pm
Saturday and Sunday: Closed

Bursar's Hours

Monday through Friday: 9:30am – 6pm
Saturday and Sunday: Closed

Financial Aid Office Hours

Monday through Friday: 9am – 5pm
Saturday and Sunday: Closed

*Part time students can call the Financial Aid office at (212) 367-0345 or (212) 367-0328 to set up an appointment after hours.

BUILDING INFORMATION

Neighborhood Relationships

Aveda Institute New York is located next to businesses, theaters, and private homes. Once you are a student here, this becomes your neighborhood. We have made positive contributions to this area, and we ask that you do as well. Everyone around you is a potential customer or future employer and, therefore, it is important that we use this as an opportunity to build good relationships with them.

Transportation

Utilizing public transportation is encouraged.

Subways and Bus Lines

New York City has an extensive public transportation system. To inquire about subway and bus transportation:

MTA –www.mta.info

NJ Transit –www.njtransit.com

Long Island Rail Road –www.mta.info/lirr

NOTE: The most direct and convenient subway lines to the institute are the C and E lines. They stop at the corner of Sixth Avenue and Spring Street, close to the entrance of the institute. The 1 line is also convenient with a stop at Houston and Varick Streets.

RECYCLING

Aveda Institute New York is committed to the role of corporate environmental leadership and strives to promote the health and sustainability of the earth through education, commitment, action, and accountability throughout our entire network. In line with our concern for the environment, Aveda Institute New York offers a recycling system for the following items:

Item	Specifics	Location	Exceptions
Aluminum Cans	Beverage cans and aluminum tubes	Student lounge and clinic floor	Foils from service are not accepted
Paper	Photocopy, computer, stationery, pastel colored paper	Student lounge and clinic floor	Glossy paper, dark-colored paper, paper cups, paper plates are not accepted
Plastic	Bottles with necks	Student lounge and clinic floor	
Bottle Caps	Bottle Cap Program	Dispense, staff lounge	
Batteries	Any batteries	Administrative office	

Aveda Institute New York Experience Center

The Aveda Institute New York Experience Center offers the entire collection of Aveda products including Aveda hair, skin, and body care, makeup, personal blends, pure-fumes, and many other environmentally friendly products. The Experience Center advisors offer benefits to students by providing (1) advanced product knowledge; (2) coaching in retail and customer service skills; and (3) sales techniques to ensure success in a salon or spa environment.

Student Shopping Hours

Students can purchase items during the following hours:

- Cosmetology and Esthiology Day Students: Monday-Friday (9:00 am-3:00 pm), Saturday (during all business hours)
- Cosmetology and Esthiology Evening Students: Monday-Thursday (5:30pm-9:00 pm).

The retail team requests that students do not discuss their discounts in front of full paying clients. Also, retail is responsible for helping full paying clients before students.

Student Discount Policy (Active Students)

1. You must be present, in person, to purchase products with a discount. You may not send a family member or friend to purchase products on your behalf.
2. Students must show current badge identification and alumni must show a current alumni card with valid picture ID.
3. Student and alumni are required to sign the receipt upon purchase.
4. Due to quantity availability, you may be limited to no more than 3 of any item at one time.
5. The maximum amount of alumni/student discount purchases allowed is \$3,000.00 retail (prior to discount being applied) per year (July 1-June 30). The maximum amount of weekly alumni/student discount allowed is \$300.00 retail (prior to discount being applied). During the month of December, there is no weekly purchase limit however; the maximum annual limit of \$3,000.00 continues to apply.
6. Payment method can be cash, credit card, or banker's check in that name.
7. Product may be purchased for personal use or legitimate gifts only.
8. Return of products will be limited to defective goods only, must be accompanied by the receipt and must be returned to the store in which it was purchased. Any returned items will be credited by the same payment method in which they were purchased. There is no returns or exchanges of any product purchased with a discount or voucher.
9. Students are eligible for the discount only at the institute location in which they are currently enrolled.
10. Alumni are eligible for the discount in Aveda Institute New York and Aveda Institute Minneapolis only.
11. Resale of Aveda product purchased with the student/alumni discount is prohibited.
12. Mail order will include a shipping charge. Purchase of products through mail order must be paid in advance by credit card.

Student discount is as follows:

10% off Accessories and Jewelry

20% off Men's Pure-fume and Lifestyle & Air Care Domains

50% off Aveda Hair, Body and Skin Care and Makeup Domains

Aveda Corporation reserves the right to modify this policy at any time without prior written notice.

Retail Incentive Program

Students are rewarded for their weekly sales with vouchers, which can be used to purchase products in the Aveda Experience Center. The certificates are based on a graduated percentage of the student's weekly sales.

In order to receive credit for a voucher, a student must sell at least \$30-\$99 in retail for the week to receive 15%, \$100-\$200 weekly to receive 20%, and weekly sales over \$200 will receive 30%

When redeeming a voucher:

1. Discounts do not apply;
2. The entire certificate must be used (the remainder will NOT be given back to the student); and
3. Sales certificates cannot be used toward services, to purchase gift certificates or professional supplies (perms, hair colors, developers, etc.)

Aveda Institute New York is not responsible for lost or stolen sales certificates.

Please direct any questions regarding sales certificates and alumni discounts to the Experience Center Manager.

GUEST SERVICE INFORMATION

Booking Appointments

Aveda Institute New York operates by pre-booked appointments, but will accept "stand by appointment" guests on first-come, first-serve basis. The booking appointment phone number is (877) 283-3229.

CRISIS HOTLINE INFORMATION

Substance and Alcohol Abuse

- Alcohol Drug Interventions and Drug Treatment 888-762-3750
- Alcohol and Drug Abuse Helpline and Treatment 800-234-0420
- Help Hotline for those who live with alcoholics 888-4AL-ANON or 888-425-2666
- Marijuana Anonymous Hotline 800-766-6779
- www.newyorkcitydrugrehab.org

Health

- **Mount Sinai Adolescent Health Center** 212-423-3000 (for appointment); 212-423-2900 (administration); 312 East 94th Street between 1st and 2nd Avenues; Confidential HIV/AIDS services, general medical care and counseling. Ages 10-21.
- **Ryan Community Health Center** 212-749-1820; 110 West 97th Street; Free and confidential clinic offers physicals, pregnancy tests, birth control, STD screening, HIV testing and treatment, TB testing, counseling, free condoms and referrals. Ages 13-24. For questions about HIV and AIDS, call 800-243-7692. For questions about sex and sexual health, call 212-965-7015
- **The Door** The Door offers young people ages 12-21 comprehensive educational, health, nutritional and counseling programs, as well as legal services for young people in need of civil legal representation. In order to use any Door services, a young person must become a member. Membership is free and confidential. You do not need an appointment. Monday to Thursday 2pm – 5pm, 212-941-9090 ext. 3235.
- **Mental Health Questions** 866-615-6464
- **Eating Disorders Hotline** 847-831-3438
- **Self Injuries Hotline** 800-DON'T-CUT or 800-366-8288

- **AIDS/STD Hotline** 800-232-4636 (English), 800-227-8922 (English/Spanish)

Homeless Services and Runaways

- **Covenant House** 800-999-9999; 460 West 41st Street at 10th Avenue. Emergency shelter for youth, crisis care, counseling, clothing, and 24 hour hotline. Ages 21 and under.
- **National Runaway Switchboard** 800-621-4000; Provides crisis intervention and travel assistance to runaways, gives referrals to shelters nationwide, relays messages to or sets up conference calls with parents upon request.
- **SCO Family of Services** 516-671-1253; Brooklyn Drop-In Center provides homeless and at-risk youth with information about and access to case management, counseling, general health services, mental health services and substance abuse treatment.

Pregnancy

- **America's Pregnancy Helpline** 888-672-2296
- **Planned Parenthood** 212-965-7000; Call Monday to Friday 8am – 8pm or Saturdays 8am – 4pm to make an appointment at one of their health centers in Manhattan, Brooklyn or the Bronx. Offers birth control, pregnancy testing, GYN care, STD screening and HIV testing. For people of all ages.

Sexual and Domestic Violence

- **RAINN** 800-656-HOPE (4673); Hotline for victims of sexual assault. Will redirect calls to local rape crisis center nearest to caller. Available 24 hours.
- **Day One NY** 212-566-8120; Partners with NYC youth to end dating abuse and domestic violence through community education, supportive services, legal advocacy and leadership development.
- **Teen Date Rape Crisis Helpline** (for young victims of dating abuse) 800-214-4150
- **Teen Dating Abuse Hotline** 866-331-9474 or 866-331-8453
- **Child Abuse Hotline** 800-422-4453
- **Crime Victims Hotline** 866-689-HELP (4357)
- **Domestic Violence Hotline** 800-621-HOPE (4673)
- **Rape, Sexual Assault and Incest Hotline** 212-227-3000

Lesbian, Gay, Bisexual, Transgender, Questioning

- **NTC Anti-Violence Project (AVP)** 212-714-1141; AVP serves lesbian, gay, transgender, bisexual and HIV-positive victims of violence and others affected by violence, by providing free and confidential services enabling them to regain their sense of control, identity and evaluate their options and assert their rights. Hotline is available 24 hours a day, 7 days a week, 365 days a year. Support is available in both English and Spanish. All calls are confidential and callers remain anonymous.
- **The YES Center** 212-620-7310; Offers free and confidential support services, leadership training, discussion groups, creative workshops and social activities for GLBT. Ages 13-21.
- **The Ali Forney Center** 212-222-3427; 224 West 35th Street, Suite 1102; Housing for homeless GLBT youth.
- **Green Chimneys** 212-677-7288; 456 West 145th Street; Provides a safe haven for GLBTQ youth and offers an alternative to NYC foster care system.
- **Sylvia Rivera Law Project** 212-337-8550; Legal support for low-income people of color who are transgender, intersex or gender non-conforming. Hotline offers many different languages.
- **Lambda Legal** 212-809-8585; National organization committed to achieving full recognition of the civil rights of lesbians, gay men, bisexuals, transgender people and those with HIV through impact litigation, education and public policy work.