

# TERMS & CONDITIONS

It is the responsibility of the named person on the booking form to understand, agree, and accept responsibility for all booking conditions, including all payments due by specified dates. By proceeding to pay a deposit, you accept that you are entering into a contract and you agree to be bound by these conditions.

My bridal hair packages, as specified at the time of initial inquiry, are non-negotiable and the package price will still be charged if not all services outlined in the package are required, or cancellations are made at a later date.

**TRAVEL EXPENSES – TRIAL & WEDDING DAY** -Travel expenses are included in the quotation all are calculated from Chelmsford (CM1 3PA Postcode). No fuel charge will be added if the venue, trial or location of getting ready is less than 10 miles from the above postcode. Any additional mileage that is not discussed in the original quotation will be charged at 45 pence per mile. You will be expected to cover all costs for hotel accommodation and or flights etc where it is not practical to travel on the day of your wedding but this will be discussed during initial contact or trial.

**TRIALS** –Without a trial i cannot accept responsibility if a desired style or look does not meet expectations on the wedding day and a refund will not be offered. Prior notice must be given if you wish to cancel part of, or reschedule, an appointment. I strive to ensure that all participants are happy with the results of a trial before I leave however, In the unlikely event that you, or any of your bridal party, decide after your trial that you are not satisfied, you are asked to contact us immediately so that we can resolve the matter. Refunds, retrials, or cancellations without charges are solely at our discretion.

**DEPOSITS AND PAYMENTS** – In order for your wedding date to be held, an immediate payment, non-refundable £25 deposit will be required. Any deposit paid is deducted from the Trial final balance; Trial costs are due at the time of the trial, or prior. Once you are 100% happy with the trial and the quotation received a 25% of the wedding day cost is required to finally secure the wedding day in my diary. The remaining balance must be paid no later than one week before the wedding day unless agreed prior. Should no payment be received we have the right to cancel all services for your wedding date and all fees will still be payable.

**IF YOU CANCEL OR CHANGE YOUR BOOKING** – All contact, whether it be general inquiries or changes to a booking, must be from the bride only. Changes to your booking by adding another person onto your original booking can only be accepted if time/resources allow on your wedding day and we will require prior notice and payment due at the specified time. Adding extra people on the day, without prior warning, may jeopardize the quality of our work or delay the ceremony. You are required to give a minimum of 1 months' notice should you wish to reduce numbers or services booked on your wedding day. After such time the full amount for services cancelled will still be payable. All payments are the responsibility of the bride. In the unfortunate event that you have to cancel your booking completely we require a minimum of 1 months' notice. After such time the full amount will still be payable by the specified date. Deposits are non-refundable. Should no payment be received we will proceed with legal action to recover losses.

**IF WE CANCEL OR CHANGE YOUR BOOKING** – In the unlikely event that i cannot attend on the day of your wedding due to unforeseen and unfortunate events or circumstances, all payments will be immediately refunded (including deposit and trial fees). We will work with you to find an alternative reputable stylist/artist or salon to cater for your requirements however; any such booking will remain solely the responsibility of yourself. If we are forced to cancel within 4 weeks of your wedding day we will accept to pay up to £100 for any additional costs involved in securing and alternative hairdresser to perform your requirements as stated on the original booking form. Please note that we will only accept invoice/receipts from legitimate qualified hairdressers and/or Artists working from an established business in order to claim for these additional costs. If a member of my team is made to feel uncomfortable in anyway, or mistreated, or if anyone becomes abusive/violent or displays any offensive behaviour, we have the right to cancel the contract without refund.

In the event of extreme weather conditions where the 'Met office' has issued a 'Red' warning, we reserve the right to cancel your booking. We will refund all monies as a gesture of goodwill, excluding trial costs and deposit.

**IN THE EVENT OF DELAYS EXPERIENCED ON THE DAY** – If we experience unforeseen delays which are out of our control refunds will not be given in the event that one or more services are forfeited as a result and no compensation will be offered if we overrun. If you are aware of factors, which could delay or hinder our journey, such as diversions, road closures, speed restrictions, match days, market days, sat nav issues etc. please advise us as soon as possible so we can factor this into our route. No refund or compensation will be offered for delays caused by other wedding vendors, guests, or members of the bridal party. If you suspect any member of your bridal party may pose as a challenge in any way, they are encouraged to have a trial to avoid potential delays on the day.

**CLIENT OBLIGATIONS – TRIAL & WEDDING DAY** You must ensure that our team will be working in a suitable environment with adequate lighting, electricity points, and hand washing facilities. Please ensure every member of your party is aware of timings on the day.