

TERMS AND CONDITIONS OF SERVICES

1. General

The below sections set out the basis of the full agreement between you, the client, and your Service Provider; therefore it is essential that you read these fully. Should you have any queries please contact me before accepting. This contract is governed by the law of England and Wales. By proceeding to book, you are accepting these terms.

2. Definitions

- a. The Client: the recipient of the services listed on the confirmation invoice
- b. Service Provider: Ashley Wallace
- c. The Agreement: the contract that exists between the client and the service provider for the agreed services and for the agreed fee
- d. The Services: the consultation appointments, treatment appointments and make-up and hair appointments arranged under this agreement and provided for the set fee
- e. Deposit / Remaining Balance: amounts payable by the client to the service provider for the services provided
- f. Balance Due Date: the date on which all monies owed on this booking must be paid to the service provider

3. Making a booking

- a. To secure your booking, a non-refundable or transferable deposit must be paid, and a signed service booking form must be returned to the Service Provider
- b. Until receipt of the client's deposit and signed service booking form, all bookings are provisional and will be held for a maximum of 48 hours
- c. Should a deposit and signed booking form not be received, the booking is considered as lapsed and the date will be released to other interested clients
- d. A minimum spend may apply during peak times - the client will always be notified by the service provider of any minimum prior to booking

4. Payments

- a. Payments can be made by cash, cheque or bank transfer
- b. The remaining balance must be paid by the balance due date on the service booking form - a reminder email will be sent to the client for convenience
- c. Failure to pay the remaining balance by the balance due date will result in cancellation of the booking
- d. In the event of a booking cancellation due to balance non-payment, the service provider is not liable to return any monies paid up until the point of cancellation

5. Trial / Consultation Appointments

- a. A makeup or hair trial is not compulsory, but is strongly recommended to agree upon timings for the event and ensure client satisfaction with any hair or makeup styling on the day
- b. For brides, one trial is included in the price of your makeup application or hair styling booking - this cost is not redeemable or deductible should you choose not to book in a trial
- c. The trial appointment included in bridal services is to be taken at my home (location: NE16). Trials which are to be taken at the client's preferred location will incur a travel fee, which will be added to your remaining balance due
- d. Should the client cancel a trial appointment with less than 7 days notice in writing to the service provider, a cancellation fee of £25 will be incurred and will be added to your remaining balance due
- e. Trial appointments can be taken on weeknights between 6pm-9pm or weekends between 3pm-6pm, subject to availability

6. Amendments to agreed services

Any amendments to the agreed services must be made in writing to the service provider at least 14 days before the event date.

8. Cancellations

- a. In the unlikely event that the client should need to cancel once a booking agreement has been made, all cancellations must be made in writing to the service provider and the following conditions will apply:
- b. Any deposits paid are non-refundable or transferable
- c. If a trial has already taken place, this non-refundable or transferable and is charged at £45.00, over and above any deposit received
- d. If the cancellation is made over 12 weeks before the event date, the remaining balance will not need to be paid
- e. If the cancellation is made between 4-12 weeks before the event date, then 50% of the remaining balance will still be due to cover costs incurred or business lost on the event date by the service provider
- f. If the cancellation is made between 1-3 weeks before the event date, then 100% of the remaining balance will still be due to cover costs incurred or business lost on the event date by the service provider

9. Exclusivity

- a. During peak times, it's likely that the service provider will have several appointments booked within the same day, therefore service timings must be agreed upon in advance
- b. Bookings on the same day will not coincide or overlap with one another, nor will they affect the level of service received by either client
- c. It is possible to secure the exclusivity of the service provider by paying a set fee for an agreed amount of time

10. Health & Safety

- a. The service provider reserves the right to refuse services in the event of abusive or threatening behaviour
- b. No smoking during services, nor in the same room that services are being carried out in
- c. Parental consent is required in writing for services carried out on anyone under the age of 16. A parent or guardian must also accompany the person(s) under 16 to the appointment

11. Client Records

- a. A record card will be kept on file for every client that receives a service, as reference for future appointments and also for Health and Safety purposes
- b. Records are stored securely and in accordance with the Data Protection Act, 1998
- c. All information stored is completely confidential and will not be shared with any third parties

12. Photography

- a. The client agrees that the service provider may use any photography or videography of the finished services provided for publicity purposes, which may include but are not limited to the service providers website and social media pages
- b. The client can opt out of this at any time by notifying the service provider

13. Insurance & Liability

- a. The service provider has personal indemnity and public liability insurance cover for beauty related services
- b. The service provider accepts no responsibility for circumstances out of their control which may prevent agreed upon services from taking place, including but not limited to: extreme weather conditions and concerns over health and safety. The service provider recommends that the client takes out the appropriate insurance cover (i.e. wedding insurance) for instances of this nature

14. Responsibility of the client

- a. The client shall inform the service provider of any issues that may affect the use of any equipment or products, including but not limited to: sensitivities, allergies or medical conditions

15. Makeup Tutorial Sessions

- a. Unless a group booking has been specifically arranged in advance, this session is a one-to-one lesson and there should be no additional attendants
- b. Maximum of 10 attendants per group session
- c. Tutorial sessions last up to 2 hours maximum, unless agreed otherwise

- a. Upon receipt of a signed booking form and deposit, no reduction in the value of services provided can be made
- b. Additions (i.e. further party members requiring services) may be made to your booking, subject to timescales for the event and availability
- c. If a party member is no longer able to take their agreed upon service(s), the balance of said service(s) is non-refundable, but may be transferred to another party member on the same event date (for example, a party member who is unable to take hair styling services, may replace themselves with party member on the same event date)
- d. Any additions or amendments to your original booking agreement must be made in writing to the service provider, ahead of the event date

7. Travel Costs

- a. Travel within a 10 mile radius of NE16 is included within costs for services, with the exception of trial appointments
- b. Traveling outside a 10 mile radius of NE16 is charged at 50p per mile and will be agreed in advance before booking is confirmed

- c. Tutorial sessions last up to 2 hours maximum, unless agreed otherwise in advance

16. Vouchers

- a. Gift vouchers purchased from the service provider are valid for 12 months, subject to booking availability
- b. Gift vouchers are non-refundable but may be redeemed against services subject to booking availability