**TERMS & CONDITIONS**

**General**

This document sets out the agreement between you (the client) and I (Laura Denny - Alida K) and should be read carefully. This document along with the booking form and/or invoice will make up the contract.

The Client is the person named on the booking form and/or invoice (or company named on the booking form and/or invoice) and it is their responsibility to understand and agree to the booking conditions including all payment terms and specified due dates. In proceeding with your booking you are also confirming that you accept this contract and terms that it includes. In instances where more than one person is having hair styled, the Client as described above agrees to take full responsibility for the whole booking including but not limited to deposits, payments and cancellation.

**Services**

I provide hair styling services including but not limited to Bridal, Prom, Special Event, 1-2-1 sessions, Editorial and Photoshoot. At this time, I do not offer makeup services however if you wish, your requirements can be discussed and recommendations can be made. You must be clear at the time of booking that you wish to discuss this. If it has been agreed that I will assist with makeup in any way, please note that any payments are subject to the terms and cancellation periods outlined within this document. If I have made a recommendation to another stylist / artist my liability ceases at that point.

**Deposits and Payments**

Deposits are required to confirm your booking and until the deposit is paid, your requested date is not secure. Once deposits are made, should you fail to make the remainder of the invoice payment by the due date I reserve the right to release the date in my diary and your payment will still be due. Deposits are non-refundable.

**Bookings**

All bookings require a non-refundable deposit to secure the date of your event. The required deposit is detailed on your booking form or in an email. The deposit is deducted from the remaining balance which is due 48 hours before. The remaining balance will be the value as per the invoice and will include all agreed costs (i.e travel / assistants). For Weddings, groups (3 or more people) or large bookings (see below) the remaining balance is due 28 days before the date of your wedding/event.

Your booking is confirmed once I have sent an email entitled ‘Booking Confirmation’ which will detail all booked services, known charges and invoice due dates.

**Types of Bookings**

**This will be determined by the type of booking form completed.**

* **Weddings/Bridal -** This consists of a Bridal party including a Bride. This can be Bride only or Bride plus other members of the Bridal party such as Bridesmaids, Mothers and so on.
* **Event** - This consists of anyone attending an event such as a wedding or party. This may be ‘Bridesmaids only’ when a booking is not including the Bride. (An event with 3 of more people is classed as a Large Booking and is subject to other terms in this document)
* **Proms** - This consists of a Prom attendee
* **Photoshoot** - This is for the person having photographs taken (or person booking on their behalf in the case of a gift etc)
* **Photographer / Business to Business** - This is for another business to book me for their client
* **Destination Weddings / Events** - Any booking outside of England

**Minimum Booking fee**

If your wedding or event falls on a Saturday or Sunday between 1st April and 30th September or a Bank Holiday, a minimum booking fee will apply. Please see your price list email for confirmation of this fee.

**Trials**

Trials require a non-refundable deposit to book and remaining balances for trials are due 48 hours in advance. Trials take place at your home or chosen location and I travel to you.

When a joint trial of Hair and Makeup has been agreed with Rachel Maslin Makeup Artist trials will take place at Rachel's home studio.

**Trials - Please Note:**

* A trial can only be booked for a maximum of 3 people at any one appointment time.
* If you have more than 3 people requiring a trial, this must be split between two appointments.
* If one person is having a trial, they may bring one other person along to accompany them.
* Children are not permitted to attend a trial.
* If you are running late, please advise of this at your earliest convenience via phone or text and not via social media messages as I am not necessarily notified of these. My phone number will be on my email signature.
* Late arrivals may result in an incomplete booking as appointments are run back to back. No responsibility will be taken or refunds given in this instance.

**Additional booking information**

**Bookings may require additions as detailed below, this will be determined by the number of people requiring Hair styling or time availability including venue access times, ceremony times and travel times. They will be advised at the time of booking and if requirements change to the point these additions are deemed no longer necessary, fees may still apply. Fees for the following will be as per your pricing email or subsequently advised in a follow-up email or text.**

* Assistant / Second Artist
* Early morning fee - pre-6:30 am arrival
* Late evening fee - post 6:30 pm arrival
* All day booking fee
* Change of venue
* Mileage or other travel fees such as but not limited to airfare or train fare
* Parking fees
* Post ceremony check-in

**Other charges acquired on the day - these will be invoiced following the booking completion and must be paid within 7 days of the invoice**

* Parking fees not determined at booking stage
* Travel fees (including but not limited to Congestion charges, toll fees, railway fares)
* Parking fines and clamping (if advised by the client or other members of the party to park in an area that results in a fine)

**Destination Bookings**

Bookings based outside of England are subject to additional terms. The client is liable for all fees involved in undertaking the booking. This will include but is not limited to flights, accommodation, airport transfers, and any other associated costs including an agreed amount for sustenance. The booking deposit for a Destination event is £100 which is due to book the required time in my diary and is non-refundable. The remaining payment is due 28 days prior to the outbound flight.

Flights and accommodation fees are due by the dates discussed with the client in an email and will be before flights and accommodation are booked.

**Photographer or other business to business based booking:**

In booking my services for your client, you agree that you are taking full responsibility for any payments, cancellations and other terms included in this document. Please be as clear as possible in your brief so that I can give you an accurate estimate of the time I will need to complete the look. If I have advised you of how much time I require, you accept the responsibility of ensuring enough time is given. If you are booking more than one client in a session, please note that I operate a day rate if required.

**Changes to bookings**

Any changes to your booking are to be requested in writing, are strictly subject to availability and can not be guaranteed. Changes are not confirmed until I have sent a Confirmation email.

* **Date changes** - must be requested in writing as soon as possible. If your date has moved forward this will impact your invoice due dates which will be advised in your new confirmation email. If your date has been postponed to a future date and this involves a change of year, your booking will be subject to that year’s prices which may include a price increase. This would be emailed to you for you to agree to prior to a new booking confirmation being issued to confirm your request has been accepted. If you decide at this point not to go ahead, this will be deemed as cancellation by you with terms as detailed below.
* **Time changes** - Timings will be confirmed at the trial and a schedule confirmation will be provided in a follow up email. If timings are subsequently changed, I cannot be responsible if this impacts my ability to complete the booking.
* **Party size increase** - Party size increases will be strictly subject to availability and may incur the need for an assistant, change in start time or change of venue. All associated fees will be agreed prior to sending your new confirmation email.
* **Party size decrease** - Decreases in party size up to the date before your invoice being due will be able to be deducted from your invoice. If an assistant was booked and assistant deposit paid, this deposit will not be refundable should your party size decrease to a point that the assistant is no longer required. If in the case of a ‘bridal’ Booking (see above for definition), the party size is reduced by the bride no longer requiring hair styling this is classed as a cancellation of the Bridal Booking and would need to be requested to rebook as an ‘Event’ booking (see definition above). If the request is denied for any reason, deposits remain non refundable.
* **Change of venue** - changes in venue will require a new mileage calculation. If a change in venue also results in a change to timings to the point that it impacts my ability to complete the booking, I cannot be held responsible and no refunds will be given. This may also result in additional fees as listed above such as assistant, early morning fees and so on.

**Cancellations:**

• **Made by me**:
 If I am unable to attend your booking I will do everything I can to find a suitable replacement. This would be someone who I highly recommend. If I am unable to find a replacement and need to cancel your booking, all money relating to that day will be refunded. If I have had to cancel upon Met Office advice of adverse weather conditions making travelling dangerous, a refund will be given minus the deposit.
 (If a trial has been completed, this will not be refunded if the cancellation is the wedding day). If my business is closed under Government enforced (local or national) restrictions I will refund all monies paid for that date.

• **Made by you:**
 If the cancellation (or reduction to your booked party size) is made by you for any reason (or your client if booking as a Photographer or any other business) once the non-refundable deposit has been paid, you may do so without further charge up until the day before your invoice is due. After that point the cancellation period is as per your invoice being payable. If your invoice is due 48hours, 14 days or 28 days prior to the event, cancelling after this time will forfeit the full payment. If your payment dates are not met, your booking is taken as being cancelled by you and the above will take effect, allowing me to pursue monies due. Reducing your party size after a booking has been confirmed is also subject to the above terms.

**Late bookings, deposits, payments and cancellations**

Bookings that are taken within the usual payment terms are classed as late bookings and will be subject to full payment being due to secure the booking. This does not alter your cancellation rights and responsibilities.

**Working Conditions**

Upon arrival for any booking, the client must be as ready as possible. Responsibility will not be taken by me for delays or incomplete bookings caused by the client or other members of the booking not being available and ready at the time of arrival or by delays caused by, for example but not limited to other people at the venue such as guests, other suppliers/trades, other members of the booked party or venue access delays. No refunds will be given if such interruptions lead to an incomplete booking.

I carry a lot of kit and will require space to work. Ideally this will be in front of a window or door to get the best natural light. A table will be required for my kit to be put onto.

**Travel:**

Mileage is due on journeys outside of Winchester. Travel outside of this area will be calculated as a return journey to your venue from SO23 0NQ and back.. If your booking requires me to travel by Train for example in London, my train fare and any station parking fees will be chargeable instead of mileage. The client also takes full responsibility for any congestion, toll and parking fees. If the client advises to park in an area which then leads to clamping, the client is responsible for this also. Travel costs will be included in the invoice and subsequent invoices sent to the client should I incur additional travel charges on the day which must be paid within 7 days of the date of the invoice.

**Allergies**

It is the client’s responsibility to inform me of any allergies for themselves and other members of the booking. If allergies are not disclosed until the day, no responsibility will be taken by me if a reaction occurs or I have to refuse services to that person and it is classed as cancellation by the client. If any person to have hair styling is taking medication which may have any contra-indications to hair / skin / scalp, you must ensure that medical advice has been sought. In confirming the booking, you are confirming that this has happened. If I arrive to a booking and a client has an actively contagious condition, including but not limited to Covid-19, Chicken Pox, Conjunctivitis, head lice, impetigo, ringworm, I have the right to refuse services to that person under health and hygiene reasons and will be classed as a cancellation by the client.

**Product Preferences / Requirement**

**Any preferences or requirements for certain products including but not limited to vegan, cruelty free and vegetarian must be detailed at the time of booking. I cannot guarantee that a whole hair service can be completed using specific products if the preference is stated on the day. Preferences must be discussed before booking.**

**Photographs**

I take photographs before and after hair styling. These photos may be used by me for marketing purposes and on my social media including but not limited to Instagram and Facebook. I may also use them on my website portfolio. Should you have any issues with this you must inform me at the time of booking. For bookings with children under the age of 16, by agreeing to these terms, you are also agreeing for me to use the hair photographs that I take to be used in the same way. If you do not wish for photographs to be taken of the Under 16’s hair, you must inform me at the time of booking. If you have provided details of your event photographer, you confirm that you are happy for me to contact them to obtain images and use them as above.

**Silent-wedding**

If your event is social-media silent, you must inform me at the time of booking.

**Insurance**

I am insured with The guild of hairdressers – details available on request.

Please ensure you have read through this document carefully before proceeding with your booking. Continuing with your booking is confirmation that you have read and understood these terms and are willing to enter a legal agreement with me for my services as outlined in the confirmation email.

Laura Denny

Alida K 02/11/2023