

CHARLOTTE HEATHER BRIDAL HAIR – TERMS & CONDITIONS

BOOKING – WEDDING DAY HAIR Wedding dates are only secured upon receipt of a 30% non-refundable/ non-transferable booking fee deposit. Receipt of the booking fee payment confirms that you have read, understood and are in full agreement to the Terms and Conditions set out in this document. It is the Client's full responsibility to ensure that all members of the Bridal Party adhere to the Terms & Conditions contained in this document. Payment of the booking fee deposit secures Charlotte's availability for the Event on the agreed date and for the agreed fee communicated in the initial quotation. Any additional services added at a later date will be charged according to Charlotte's pricing at the time of the change. The booking fee deposit will then be deducted from the final balance due.

Packages – Bookings for the 'Simply Boho' package are subject to a minimum booking fee of two additional adult bridal party services. Bridal prices and travel expenses vary dependent on the Package chosen.

Price changes – Quote prices are valid for 48 hours. Should the booking fee not be received within this time and Charlotte's prices change, then the quote will no longer be valid, and a new quote will be issued.

Enquiries for which a booking fee deposit has not been paid are not confirmed and therefore availability cannot be guaranteed, and an Agreement is not formally in place.

TRAVEL EXPENSES FOR BOOKINGS

Travel expenses are incurred for services booked outside a 5/ 20/ 25 mile (dependent on package booked) road distance from Charlotte's home address in Stamford, Lincolnshire. They are at a rate of £1.50 for every mile thereafter to the getting ready venue inclusive.

If required, alternative methods of transport other than motor vehicles, such as rail or flight will be discussed and agreed with the Client during the booking process.

For Weddings, it is the Client's responsibility to advise of any car parking charges whether that be at the venue car park, a nearby car park or other parking facility. These charges are to be covered by the Client.

ACCOMMODATION & SUBSISTENCE EXPENSES

Accommodation expenses are incurred for services provided within the mainland UK for bookings away from Charlotte's home address where she would have to leave her home address on or before 5:00am and/ or the travel time to the event is more than 1.5 hours. This will be discussed and agreed with the Client during the booking process. Subsistence will be charged at £50.00 for every 24 hours Charlotte spends away from home for a booking. Charlotte will always endeavour to find the most cost-effective option.

PAYMENT

A second installment payment of 30% must be made in full via bank transfer 7 days before the Trial. After the trial takes place, this is non-refundable/ transferable.

Payments for Bridal Party Trials and any additional Bridal Trials must be made in full via bank transfer 7 days before the Trial.

An invoice for the balance of the Fee will be sent to the Client five weeks before the date of the Event, unless the Event is in less than five weeks' time in which case it will be sent immediately after the booking has been secured.

Full payment of the balance of the Fee is required four weeks prior to the Event at the latest, If the Event is less than four weeks away then full payment is required to secure the booking. There are no exceptions to this.

Payment can be accepted via bank transfer.

Bookings are only confirmed once the funds have cleared in Charlotte's bank account.

CLIENT RESPONSIBILITY

It is the Client's responsibility to advise of any potential issues such as but not limited to medical conditions, allergies, and/or sensitivities. Charlotte cannot be held liable for any condition that arises or loss incurred by the Client if the Client has not informed Charlotte of any known conditions as stated above, or of any conditions unknown to the Client at the time of the service. This also applies to all members of the Bridal Party/ Guests who are having a Hair Styling Service covered under the booking.

Charlotte reserves the right to cancel the Agreement if the behaviour of the Client and/ or any member of the party/ guests is deemed inappropriate and/or if the Client and/ or any member of the party/ guests reports a condition that Charlotte deems as a risk to their health and well-being. In these cases, any payments that have already been made by the Client for the service are non-refundable.

COMPANY RESPONSIBILITY

Charlotte will always endeavour to honour the Agreement to the best of her ability.

There may be circumstances beyond Charlotte's control where she is unwell, delayed or otherwise unavailable, sometimes at short notice. In such a case Charlotte will inform the Client at the earliest convenience and endeavour to make favourable alternative arrangements if possible.

CANCELLATIONS

Payments made for a service that is subsequently cancelled by Charlotte will be refunded in full within 7 days of the cancellation.

Booking fee deposit payments are non-refundable and non-transferable in the event of a cancellation by the Client. This is due to time spent on administration for the booking & demand on wedding dates having to turn other business away.

At least 24 hours notice must be given in the event that the Client or Charlotte needs to cancel or rearrange a trial appointment. Less than 24 hours notice or no shows will be subject to an additional charge for the missed appointment.

If the Client requests a reduction in the number of services after the booking fee has been paid then Charlotte reserves the right to charge the fee as agreed when the initial booking was made.

Eight weeks' notice must be given for cancellations made by the Client otherwise the balance will be due in full.

Cancellations for services booked where travel and/or accommodation expenses have been paid for by Charlotte and are non-refundable by the travel/accommodation provider(s) will incur full reimbursement from the Client to Charlotte for the travel and/or accommodation

costs paid.

Cancellations are only valid if received via email to hello@charlotteheatherbridalhair.co.uk.

POSTPONEMENTS

If the Client decides to postpone their wedding to a future date/ bring the date forward, Charlotte will endeavour to transfer the booking across to the new date, subject to availability. This may incur an additional charge due to price increases year on year.

Should Charlotte already have existing secured bookings on such date, no refunds or compensation shall be offered – please refer to clause Payment

If a postponement is mutually agreed, a 50% balance is due on the final balance of the booking

FORCE MAJEURE

Charlotte is not responsible for any cancellations due to force majeure. This is including but not limited to, fire, flood, weather, illness, death, epidemic, pandemic.

The Client is strongly advised to take out wedding insurance to cover against such situations.

PHOTOGRAPHY & USE OF IMAGES

The Client agrees that any photographs and videos taken by Charlotte of the Client & any participant of their wedding party can be used on Charlotte's social media, website or for other advertising purposes. The Client consents to their photographs and video recordings being used in this capacity when bookings are made. If photographs and videos are not to be taken or used in this capacity, then it is the Clients responsibility to inform Charlotte of this.

CHANGES TO SERVICES AND PRICES

Prices for products and services are subject to change without notice.

Charlotte reserves the right to modify or discontinue a service (or any part or content thereof) at any time without notice.

ADDITIONAL INFORMATION:

PRICING: – Prices for Services have been calculated accordingly and are non-negotiable. Prices include but are not limited to allowances for hairstyling, travel, administration, products, & education.

TRIALS:– Trials take place at Charlotte's home address in Stamford, Lincolnshire. Trial appointments are offered during the day on Tuesday, Wednesday & Thursday's. A limited number of late afternoons from 4:45pm may also be offered. Weekend appointments will also be offered to Luxe Package Clients. A link to available dates will be sent once dates have been released for the Client's wedding month.

ACCESSIBILITY:– Charlotte's studio for trials is located up stairs with no accessibility for wheelchairs. Please contact Charlotte if you have any concerns about accessibility so that alternative arrangements can be made.

MAXIMUM TIME ALLOCATION FOR TRIALS: – The maximum time that Charlotte can spend on any one trial is 3 hours which allows for 1–2 styles (time dependent). Any additional time required for Trial sessions will have to be booked as a repeat Trial.

REPEAT TRIALS: – If a second hair trial is requested then this will be charged at the current

rate at the time of the request.

ADDITIONAL ATTENDEES AT TRIALS – If additional guests will be attending a Trial along with the Client, then Charlotte is to be informed at the booking stage to ensure everyone can be comfortably accommodated. Due to space restrictions, the Client is respectfully requested to limit the number of additional guests to a maximum of one. For health & safety purposes, guests under the age of 12 and any pets cannot be accommodated during the trial.

TIME ALLOCATIONS FOR WEDDING DAY STYLING:- Charlotte can start styling from 6am onwards and endeavours to have everybody ready one hour before the Client is due to leave. The Client will bear in mind when planning the wedding morning that approximately 45 minutes – 1 hour is required per Bridesmaid styling and 1–2 hours is required for Bridal styling. dependent on the styles required & hair length/ thickness etc. If a later start time is required, or it is an early ceremony time with a large bridal party, then the Client may consider hiring an additional hair stylist.

ADDITIONAL HAIRSTYLISTS:- Charlotte can try to source an Additional Hairstylist if required charged at £110.00 per additional stylist required. Availability is not guaranteed, and the Client is welcome to source their own Additional Hairstylist if they prefer.

ADDITIONAL SERVICES: – Charlotte will always endeavour to add any additional services requested after the initial quotation, e.g., an extra Bridesmaid, to bookings, However, this cannot be guaranteed due to time constraints or an earlier start time/ hire of an additional hairstylist will need to be agreed upon.

VENUE ACCESS TIMES: – It is the Client's responsibility to advise Charlotte of the getting ready venue access time during the booking process so that alternative arrangements can be discussed if there is not enough time for hairstyling to be completed.

CHANGE OF LOCATION FEE:- A change of location during the wedding prep may incur an additional charge and/ or travel charge.

HAIR PREPARATION INSTRUCTIONS: – The Client agrees to follow any instructions provided by Charlotte on how the Client and the Bridal Party should prepare the hair for Trials and the Wedding Morning. These will never be exhaustive and at the very least will include arriving with clean, dry hair to ensure the best possible results.

WORKSPACE & SETUP: – For the Wedding morning & Trials taking place at a location requested by the client, the Client agrees to ensure that there is a chair for them and members of their party to sit on whilst having their hair styled, as well as a table or other suitable space for Charlotte to place her tools and products on. The workspace is to be located close to an electrical outlet. If there is an additional Hair stylist, they will also require the same workspace and setup.

BLOW DRIES: – Charlotte does not offer blow dries, only hair ups, styling and curling.