

Terms & Conditions – Charlotte Heather Bridal Hair

BOOKING — WEDDING DAY HAIR

Wedding dates are only secured upon receipt of a 30% non-refundable, non-transferable booking fee.

Payment of the booking fee confirms:

- Your wedding date is reserved
- Acceptance of these Terms & Conditions
- Agreement to the services and fees outlined in your quotation

It is the Client's responsibility to ensure all members of the bridal party included in the booking adhere to these Terms & Conditions.

Any enquiries where a booking fee has not been paid remain unconfirmed. Availability cannot be guaranteed until payment is received.

Any additional services added after booking will be charged at Charlotte's current pricing at the time of the amendment. A booking fee will be required for added services and will be deducted from the final balance.

MINIMUM BOOKING REQUIREMENT

A minimum booking value of **£450.00** applies to all wedding day hairstyling bookings. This minimum spend relates to **wedding day services only** and does not include additional costs or services such as (but not limited to):

- Additional bridal hair trials
- Bridal party trials
- Clip-in extension hire or purchase
- Travel expenses
- Accommodation or subsistence costs
- Additional hairstylist fees
- Early start or extended finish time charges

Where the total value of wedding day hairstyling services falls below the minimum booking requirement, the Client will still be charged the minimum fee of £450.00. This minimum booking requirement applies to all dates unless otherwise agreed in writing at the time of booking.

QUOTE VALIDITY AND PRICE CHANGES

Quotes are valid for 48 hours only.

If the booking fee is not received within this period, the quote may expire and a revised quote may be issued in line with current pricing.

Enquiries without a paid booking fee remain unconfirmed and availability cannot be guaranteed.

TRAVEL EXPENSES

Travel is included within 20 miles of Stamford, Lincolnshire.

Beyond this, travel is charged at £2.00 per mile, calculated based on the one-way distance to the getting-ready venue.

This rate accounts for total travel time, fuel, and return journey costs and is non-negotiable.

Any parking, toll, or congestion charges must be covered by the Client.

Alternative transport (rail/flights) will be discussed and agreed if required.

ACCOMMODATION & SUBSISTENCE

Accommodation is required where:

- Travel time exceeds 1.5 hours, and/or
- Charlotte would need to depart before 5:00am

Accommodation will be discussed and agreed during booking.

A subsistence fee of £50 per 24 hours applies where overnight stays are required.

PAYMENT SCHEDULE

- 30% Booking Fee — Due at booking (non-refundable / non-transferable)
- 30% Instalment — Due 7 days prior to the Bridal Trial
- Final Balance — Due 4 weeks before the wedding date

Invoices are issued 5 weeks before the wedding (or immediately if within 5 weeks).

Bookings remain unconfirmed until funds have cleared.

Failure to pay by the due date may result in cancellation of services.

SERVICE REDUCTIONS

All services confirmed at the time of booking are financially binding.

Reductions in service numbers are not permitted.

The full balance for originally agreed services remains payable regardless of changes to bridal party participation.

Clients wishing to secure with lower numbers may do so at booking and add services later (subject to availability).

CLIENT RESPONSIBILITY

It is the Client's responsibility to disclose any medical conditions, allergies, or sensitivities for themselves and the bridal party.

Charlotte cannot be held liable for reactions or issues where prior disclosure was not made.

Hair must be clean and dry unless instructed otherwise. Failure to follow preparation guidance may impact results.

WORKING CONDITIONS

The Client must provide:

- Adequate space
- Seating
- Table/work surface
- Electrical access

- Suitable lighting

Charlotte reserves the right to refuse services where working conditions are unsuitable, including but not limited to extreme temperatures, poor lighting, or insufficient space.

DELAYS & LATE STARTS

Charlotte cannot be held responsible for delays caused by:

- Late arrivals
- Unprepared hair
- Schedule changes

Where delays impact the schedule, services may be reduced but remain chargeable in full.

ILLNESS / NON-ATTENDANCE

If a bridal party member cannot receive services due to illness or personal circumstances, the service remains chargeable in full.

EARLY START TIMES

Charlotte can begin styling from 6:00am.

Start times earlier than this may incur an additional early start fee.

ADDITIONAL HAIRSTYLISTS

Where required, an additional stylist can be sourced at £110 per stylist.

Availability is not guaranteed.

Charlotte is not liable for the acts or omissions of third-party stylists, though all reasonable care is taken when sourcing.

SERVICE CHANGES & ADDITIONS

Additional services requested after booking cannot be guaranteed and may require:

- Earlier start times

- Additional stylists
- Revised fees

CANCELLATIONS — BY THE CLIENT

Booking fees are non-refundable and non-transferable.

If the wedding day booking is cancelled:

- More than 8 weeks' notice — no further balance due
- Less than 8 weeks' notice — full balance payable

Cancellations must be submitted via email.

CANCELLATIONS — BY CHARLOTTE

If Charlotte must cancel the wedding booking, all payments for services not yet carried out will be refunded within 7 days.

Payments for services already completed — including trials — remain non-refundable.

Where possible, alternative stylists will be recommended.

TRIAL CANCELLATIONS

Trial appointments require 24 hours' notice to cancel or reschedule.

Less notice or non-attendance may result in loss of payment and/or rebooking fees.

POSTPONEMENTS

If the wedding is postponed, Charlotte will endeavour to transfer the booking to the new date, subject to availability and current pricing.

If Charlotte is unavailable, the booking fee remains non-refundable.

Where a postponement transfer is agreed, up to 50% of the remaining balance may be required to secure the new date.

FORCE MAJEURE

Charlotte is not liable for cancellations due to circumstances beyond control, including but not limited to:

- Illness
- Extreme weather
- Fire / flood
- Pandemic
- Bereavement

Wedding insurance is strongly recommended.

PHOTOGRAPHY & CONTENT

Unless requested otherwise, Charlotte may use photographs/videos for:

- Social media
- Website
- Marketing

Clients must notify Charlotte if they do not consent.

TRIALS — ADDITIONAL INFORMATION

Trials take place at Charlotte's studio in Stamford, Lincolnshire on select weekdays.

- Maximum trial duration: 3 hours
- Covers 1–2 styles
- Additional trials charged at current rates

Due to space restrictions, one guest maximum may attend.

Children under 12 and pets cannot be accommodated.

Please note Charlotte has cats in the home (not present in the studio).

WEDDING MORNING LOGISTICS

Approximate timing:

- Bride: 1–2 hours
- Bridal party: 45–60 mins per person

Charlotte begins from 6:00am where required and aims for all styling to be completed 1 hour before departure.

EARLY COMPLETION / EXTENDED WAIT TIME

If hairstyling is requested to be completed more than one hour prior to the ceremony, an additional hourly fee will apply for extended attendance and waiting time.

Early completion requests may also require an earlier start time and/or additional hairstylist, which will be quoted accordingly.

VENUE ACCESS

It is the Client's responsibility to confirm venue access times.

If insufficient time is available, additional stylists or earlier start times may be required.

LOCATION CHANGES

A change of prep location on the wedding morning may incur additional fees.

STYLING SCOPE

Charlotte specialises in hairstyling only (hair ups, waves, styling).

Blow dries are not offered as a standalone service.