

Terms and Conditions and Privacy Policy - from December 2022 Bath Bridal Hair

Please read fully before making your 'hold the date' payment. These t and c's are here to protect both yourself and Bath Bridal Hair. Please note also I am totally self employed. If you book with other recommended team members as I'm unavailable, please note their own fees, prices and t and c's will apply and they are totally responsible for their own bookings.

'HOLD THE DATE' BOOKING FEE -

This is a non refundable fee of £50 to 'hold the date' for your wedding. Once payment is received, your wedding will of course be added to the diary, please note no booking has been made until this has been received and confirmed by ourselves. This fee is then deducted from final total payment due (to be fully agreed and confirmed on day of trial) and will be used towards covering admin, scheduling, phone calls, consultation fees, exchange of photos/mood boards etc. Quotes will last for one month.

TRIALS -

Held in Batheaston on the outskirts of Bath (by Bailbrook House Hotel) to chat through and choose your perfect look. (Trial prices applicable - *strictly payable on day of trial in cash* - see Prices page). Due to weekend wedding bookings, as you can imagine, *please note trials can only be held on weekdays during the hours of 9.30 am and 4.30 pm, unless otherwise agreed.*

Please give at least 48 hours notice of trial cancellations, a charge of £10 may be levied for late notice cancellations. Before our initial meeting, we ask you to send photos of yourself/bridal party members with a small selection hair and make up images that have caught your eye, allowing us to prepare if necessary.

NB: If booked with a member of the team other than myself, trials to be carried out by arrangement with the individual artist - as advised at time of booking.

Please leave enough time in advance of the wedding to ensure we can get a time to mutually suit - especially during wedding season appointments may be more limited - some brides who live away or abroad are happy to go ahead without a trial, it's not a problem, we can exchange ideas by email also if necessary, but we will need to carry out a *video consultation/trial* at a mutually arranged time so that we have dotted all the i's and crossed all the t's.

Total cost of 'on the day' price will be fully confirmed at or following trial - additional hair work or addition of hair pieces, extensions or strip lashes will be charged accordingly. It is normally the responsibility of the client to source hair extensions (due to colour matching) but of course I'll give you advice regarding this and occasionally can source these myself (please note currently there is a worldwide hair shortage caused by covid!).

Trial information with what to bring, where to come etc will be sent separately once trial is booked.

TRAVEL -

First 5 miles travel is free, after this travel will be charged from your stylist's location at £1 per mile, for journeys of over 1 hour travel each way, an additional hourly rate will apply (ie 2.5 hours total travel = half hour travel charged).

Any parking, toll charges and congestion charge will be added to your final bill. Please contact us if there is no parking at venue or parking is limited as we carry a lot of equipment and may be unable to continue with this booking or may require an uber to and from the venue. You might want to bear this in mind when choosing an air b'n'b for yourself, very few of these will have parking in or near central Bath. Bear in mind your bridal party may need one or two cars, and you may end up carrying

wedding dress etc a fair way. Charlotte Street is not very close to most hotels/air bnb's. Please ask if you need advice on where to book. All travel, parking etc to be confirmed at trial.

Longer journeys and for early morning starts and travel at over 1.25 hours each way, and by prior agreement, your stylist/s may need to book a hotel near to your wedding venue (we will book a mid priced hotel and confirm details with you before adding to final invoice). For destination weddings, flights, transfers, hotels and some meals will be charged but this would be fully discussed prior to booking and of course mutually agreed. For many this can often work out as a better option due to language barriers/having a UK trial and getting to know me, and often the costs are surprisingly low. I have worked in both Portugal and France on a number of occasions.

PAYMENTS/PRICING -

For large bridal parties/early weddings, an additional assistant or stylist/artist can be booked to help the morning run smoothly and to avoid very early starts as this will be more pleasant and enjoyable for all (fees apply which will vary according to size of party and timings - to be agreed in advance). It is usual for most artists to be able to carry out a maximum of 5 to 6 services (hair and/or make up) as a maximum. An average timing for example for a bride, 3 bridesmaids and a mum for just hair or make up would be 4.25 hours and then we usually allow around an hour for bride to get dressed/have photos etc. At a 1.30 pm start, we would need to start around 8.15 am approx. All grips, pins, products etc will be provided by Bath Bridal Hair. Hair accessories, flowers, veils etc. to be provided by the bridal party. If any member of the bridal party suffers from an allergy or sensitivity to products, please let us know PRIOR to the wedding so we can bring suitable alternatives. It's possible we would need to carry out patch tests or a trial (please contact us to arrange).

MINIMUM SPENDS -

Due to high demand, weddings booked:

On or over Bank Holiday weekends and Fridays to Sundays inclusive *between May and September*, minimum 'on the day' is £210 (£250 hair and make up).

For weekends *October to April* a minimum £180 spend applies for each service (£240 both hair and make up). For weekday weddings in low season minimum spend of £150 applies. This helps cover admin, travel time, sterilising of kit before and after, driving to and from, setting up, PPE etc.

When making payments, please use your name and wedding date as a reference -

ie J Smith, 10.4.20 - this ensures payments can be tracked.

Price quoted will be held for one calendar month from original quote, if no hold the date fee has been received within this time, price may be subject to fluctuation. Rescheduling your originally booked and confirmed date may be subject to admin fees or price changes.

FINAL PAYMENTS will be due no later than one week before your wedding date, by BACS, to the same account your hold the date fee was made, unless by prior arrangement. Staged payments can be made, by arrangement, if this is easier for you/helps you budget.

CHANGES TO BOOKING OR CANCELLING YOUR BOOKING -

Additional persons to the original booking will be accepted if time and resources allow, by email and only by prior agreement (additional charge applies)

Additional persons on the wedding day - occasionally, we may be able to fit in a last minute person, payment for these will be strictly in cash on day

Reducing numbers - charges of 30% per reduction will apply 4 months or less from wedding date - ie one bridesmaid cancelled, £50 x 30% = £15 charge.

In the very unfortunate event you have to cancel your total booking, for whatever reason, cancellation fees will be as follows:

3 calendar months or less before the wedding 40% of the total fee

2 calendar months or less before the wedding 50% of the total fee

1 calendar month or less before the wedding - full remaining fee due

If I manage to rebook this date, I can, at my discretion, refund you a percentage of this amount, dependent on amount of work already undertaken, but this is usually difficult as most people book 12-18 months in advance.

If you decide to cancel your booking at any point, whether this be due to sickness or accident of the bridal party, to dispute, unreasonable behaviour of somebody in the bridal party or artistic differences, non payment by a bridal party member, or due to government health guidelines, epidemic or pandemic, we will refund any amount due according to these terms and conditions. You must notify us of this in writing, by email where at all possible. Any outstanding amount would still need to be paid.

If we decide to cancel your booking at any point, whether this be due to sickness or accident of the stylist, to dispute, unreasonable behaviour or lateness of the bride/bridal party or artistic differences, non payment by bridal party, or due to government health guidelines, epidemic or pandemic, including force majeure, we will refund any amount due according to the terms and conditions in your contract. We would notify you of this in writing where at all possible. Please note we will not refund your non refundable 'hold the date fee' unless in exceptional circumstances, and entirely at our discretion. Please note in this instance we are not obliged to find a replacement artist, but of course and entirely dependent on the circumstances (ie sickness of stylist) we would absolutely endeavour to make sure we complete your booking to your satisfaction by endeavouring to find another recommended stylist. We would forward any trial photos and keep you informed at all times and of course any of the upfront costs already paid (excluding 'hold the date fee' would be transferred to the replacement stylist in this instance). If we cancelled due to unreasonable behaviour of bridal party, particularly on the day, then all refunds would be forfeited. Please note I have never had to cancel a wedding booking nor had cause for a dispute. No compensation will be offered on our part although this will be at the discretion of BBH. It is very strongly advised to take out wedding or event insurance to cover you against these extreme situations (please read the small print carefully before buying).

RESCHEDULING YOUR BOOKING (this was mainly covid related)

In extenuating circumstances and on occasions, you may find it necessary to reschedule your booking. Please note that any payments due according to your contract will still need to be made on the due date/s, unless an alternative arrangement has been agreed in writing. If it is possible for us to accommodate your new date, of course we will do our utmost, but this cannot be guaranteed due to future bookings already confirmed in our diary. A small admin fee and any price rises since your original quote may be payable, particularly if this is taken in the following year, at our discretion. This will be confirmed in writing with any new terms and conditions for the new date, once reschedule date is agreed. If reschedule is not possible (requested date is already booked), we would endeavour to find you a suitable replacement artist, where at all possible, and refund any monies due under the terms and conditions at this point. Where multiple recheduling takes place (ie more than once), it is possible an

admin fee will be charged for each reschedule (at the discretion of Bath Bridal Hair), or the booking may be cancelled to allow you to find another artist (any upfront fees due will still need to be paid). One reschedule within same year (no additional fees, unless change of venue etc), more than one reschedule will be deemed as a cancellation and then a new booking will take place if available.

MISCELLANEOUS but EQUALLY MPORTANT

Please ensure every member of your party is aware of timings on the day and that they need to be, and remain, available. Other than specific and agreed blow dry bookings, hair should be bone dry, due to disruption to timings (if a guest has to dry their hair) a slot may be entirely missed and will still be charged. If possible, the service will be carried out but time will be reduced accordingly so there is no guarantee the style will be long lasting. Should one or more persons not be available we will be forced to cut their allocated time short by however long they delay us to ensure the bride is ready on time. *Please note my main aim is to make sure the bride is not only ready on time but has sufficient time that I have booked out for her and has a relaxing wedding morning and gets the full attention she deserves.*

Please also note if a separate make up artist is working with myself that we will need to agree a timings schedule so there are no clashes. As you can imagine, waits of 5-10 minutes for each person and particularly for the bride can stack up and although it's fashionable to be 5 minutes late, any more is particularly stressful for everyone. Please be aware that all the artists I work with regularly communicate really well and are fabulous at working as a team and we don't have this problem so you can relax knowing you're being taken care of.

No refund or compensation will be offered by Bath Bridal Hair for delays caused by wedding party, other wedding vendors, guests, photographers or members of their bridal party, for whatever reason. *You must ensure that our team are working in a suitable environment with adequate natural lighting, suitable height chairs and tables, dressing tables or worktops, electricity points and hand washing and toilet facilities - please check this before we arrive.* We will be following any current Covid Government guidelines in terms of numbers of people in a room, PPE etc. Please be kind enough to help us by explaining this in advance to other party members - every person in the room is counted (ie photographer, make up artist, mum etc.) - otherwise we are not covered by insurance and will be unable to continue until numbers are reduced.

We will also need parking by or very close to the venue - please see above under TRAVEL.

We reserve the right to use photographic images on social media sites, but will not post these, nor pictures of trials, until after the wedding. Please let us know, in writing, if for any reason you don't want us to post these pictures (ie an elopement wedding) so we're aware. We will credit other suppliers, wherever possible, if we're given these details, or can add details after posting and would love it if suppliers also have our details :)

- **Advisory update (for your information):** If any client or any member of the bridal party who will be present either at the trial or on the morning of the wedding has recently travelled to any of the affected areas (as outlined on the Gov.uk website) affected by the Coronavirus or any other similar virus or outbreak, or they've come into contact with anybody who has, or suspects they have, they should let Bath Bridal Hair know immediately. On arrival at the trial or wedding venue, if it is apparent that anybody has an infectious disease which we have not been notified about, we reserve the right to cancel the whole appointment without penalty or

redress to ourselves to avoid the risk of cross-infection. Please ask and ensure all bridal party members wear the correct PPE (as advised by government on date of wedding).

FINALLY -

Thank you for booking with Bath Bridal Hair and Make Up and for ploughing through these terms and conditions, which may sound formal, but which are designed to protect both parties and are also for your information. We very much look forward to working with you at your wedding - please be assured that I have never had a dispute with nor had to cancel a booking, but of course as I'm self employed I need to cover everything!!

PRIVACY POLICY - Your information, including email address and telephone number will be not used for any purpose other than contacting you regarding your wedding, or simply for future contact for wedding feedback or similar. It will not be passed onto any other party, other than to contact another person involved in the wedding booking. ie wedding planner, make up artist.

PLEASE NOTE: By making this payment, you are fully agreeing to these terms and conditions, including cancellation, rescheduling or curtailment fees. If you wish to discuss any of these points, please contact me firstly so I can clarify.

Many thanks

Sam @ Bath Bridal Hair