

BOOKING INFORMATION and T&Cs

Please read through all of the below as it explains literally everything you need to know about how it all works, our fees and services, as well as information on how to secure your wedding day.

There is a lot to read through, but please ensure you take your time to go through it thoroughly, and then feel free to send us your official enquiry for a full quote, using the Enquiry form.

Things to know:

As of October 2017, we now only exclusively offer our signature deluxe 12 hour full day-to-night VIP service.

This is a set fee, and although you can add people on (at a charge), the 'set advertised fee' will still apply even if your requirements are fewer than what is automatically included.

We no longer offer a Morning-only Styling Service, and have limited the number of weddings we take, so we can continue to provide an exceptional customer service experience for all our Platinum Brides and their loved ones.

*As we have a large team we can take up to three weddings a day, so there's a chance we may be available for your date, but we sometimes fully book up a single date around 14 months before, so make sure you secure your date, sooner rather than later.

Staffing

*We have a team of 10 stylists.

N.B. The stylist who leads the trial, is also the same person who styles you on the wedding day!

Once your date is officially booked and confirmed, you are allocated a *lead stylist* for your party, and depending on the numbers required, more team members may be added.

FAO pre-October 2017 morning-only service bookings:

For hair **and** makeup bookings of less than 4 people, it is only viable for one stylist (your lead) to attend. One stylist may be able to tend to a party of as many as 4, depending on timings and logistics in certain circumstances.

Usually, two stylists come out for a hair **and** makeup party size of anything between 4 or 5 up to 7 people (depending on logistics such as location, requirements, and time of wedding etc). For early weddings with parties of more than 7 people, more stylists may need to be allocated.

For **makeup-only** bookings, one stylist would be allocated for party sizes up to 7 people. For larger parties of more than 8, more staff would need to be allocated.

Our work is all collaboratively presented on our Facebook, Twitter and Instagram pages. (For more information on teams, refer to our website About Us section)

MINIMUM BOOKINGS/CHARGE POLICY:

***The fee quoted at the time of securing the booking (agreed by pre-paying your trial), is then the minimum charge for the wedding day. (See full Terms & Conditions below)**

It may be possible to add extra people onto a booking at a later date, but not guaranteed.

***As of October 2017, we now only offer the one deluxe platinum service at a set standard fee, which is the new minimum booking charge.**

SERVICES & LOGISTICS:

We can help to dress the Bride!

For our older morning-only services - Where logistically possible, your stylist is happy to help you and your party with dressing once all the styling has been completed on the morning. This is all part of our service, as we love to stay with you, holding your hand until the last few moments (where feasible) so that you go off completely relaxed and flawless.

N.B. We are unable to change venues midway through the styling process, as the set up of stations is too vast and timely (this doesn't apply to the full-day luxury Platinum Service), so please make sure you take into account the check-out and check-in times to your venues.

i.e. On our morning-only service, travel to another venue after or during styling, isn't possible, unless it is our full day 12 hour service.

Morning Logistics:

On the wedding morning, we allow approximately between 40 to 60minutes for each hair, and between 50 to 60minutes *for each makeup*. This is because we are likely to have to stop occasionally for you to open a card, give a gift, greet the florist, pose for photos etc. We discuss all requirements at the trial to help us pop together a realistic schedule for the morning, dependant on individual needs.

We like to have you completely finished with styling and **get you into your dress around 30minutes** before you have to leave the room to be married.

Please bear this in mind for early wedding bookings of 12noon and earlier.

TRAVEL & MILEAGE TO WEDDING MORNING ADDRESS:

We cover the first 60miles of any return journey, after that the remaining miles are charged at the standard 45p per mile. So by giving full addresses and postcodes, we can work out if there is a fuel surcharge, and if so, let you know how much on your quote.

(The starting point of the mileage calculation is from the actual base at BB112RD)

□ PRICING & FEES:

You can find all details of our bridal package costs in the 'Prices' section. We do not offer any discounts upon any service listed.

Optional upgrades/Extras: (*Applies to existing booking taken before 1st October 2017*)

Please note that for bookings taken **before** October 2017, with the exception of The Platinum Experience, none of the Services include the extra upgrade of **HD Airbrush Makeup**, which is both WATERPROOF & SWEAT-PROOF and phenomenally long-lasting. However, they all included the optional upgrade of **Lashes**.

***After October 2017**, we will exclusively be offering our luxury full-day bridal styling concierge service. **This service automatically includes both lashes and HD Airbrush, along with a number of premier additions.**

How it all works: ...

SECURING THE DATE:

Once you've sent your enquiry and received your quote, (N.B. Remember, this will be the minimum fee charged for work on the wedding date, even if your requirements dropped) if you're then happy to proceed, we will send you the **trial pre-payment** invoice.

By sending that payment you are agreeing to all of the Terms and Conditions outlined in this document. It will remind you about this again on the invoice before you send the payment.

In order to officially book and secure our services for your wedding date, you simply need pre-pay for your trial.

N.B. As long as the trial is paid for now, the trial date may be arranged several months to a year from now. We recommend a trial 2 to 6 months before your wedding.

N.B) You pre-pay for the trial invoice via online banking. **This payment is strictly non-refundable nor transferable, regardless of circumstances.**

The moment we receive your trial pre-payment, we then send you over a receipt with the official booking confirmation, which guarantees your wedding date is held until 10 days after your trial.

We do not require a Wedding Day deposit until AFTER the trial.

You will be asked by your stylist to send photos of your preferred styles ahead of your trial, and asked to arrange a pre-trial phone call to discuss your ideas.

Following your trial you will be asked to contact us within a week to let us know if you wish to continue to secure the wedding date, along with any feedback and any additions required.

N.B. It may be possible in some cases to add additional people on for hair or makeup at this stage. However, once quoted for a service for a certain number of people, that service fee quoted and agreed, will then be the **minimum set charge for our services on that date**, even if your requirements dropped after the trial.

This is because we will have reserved enough staff based on those initial numbers requested and rejected other work on that basis.

Should you then wish to continue to secure your wedding date, the 50% non-refundable wedding day fee deposit is due within 10 days after the trial.

The remaining 50% balance is then payable no less than 4 weeks before your wedding day. A reminder will be sent just before this period expires.

THE RECEIPT & FINAL SCHEDULE

Upon receipt of the final balance 4 weeks before the wedding, we will then forward you the final letter which acknowledges full payment and gives you a breakdown of the details for you to check over.

The information will include: the wedding date, the location, our arrival time, our start and finish time, numbers for hair/makeup and some other guidelines, as well as a schedule to ensure we have you all ready on time.

TRIALS:

We recommend the trial take place around 3 to 6 months before the wedding day itself, but you may need to contact us to book this around 8 months before the wedding.

Your booking confirmation, not only guarantees your wedding date is *secured until 10days after the trial*, but it will also have other essential information on there about your trial and how to prepare for it.

***All trials are held Monday to Thursday, and start at either 10.00am, or 2pm.**

N.B WE CANNOT DO TRIALS FRIDAY TO SUNDAY, OR IN THE EVENINGS.

Up until 2019 all wedding trials are planned to take place in Lancashire at our exclusive private bridal styling studio, located just off the M65.

After that period, you may choose to opt to have the trial in your own home, if it is within a 30mile radius of the company base (BB112RD).

If you choose to come to the studio for you trial, you will be joined by the company owner Phoebe Caramitsos, who is able to add extra advice and guidance on styling.

Studio Trial address: 2 Glendale Close, Burnley, Lancashire, BB112RD

Trial Fees:

These are **separate** to Wedding Day fees, and can be seen in our Prices section.

NB. We will need to know at the time of booking the trial date, if anyone else wants a trial at the same time, as these need to also be pre-paid to ensure we book out enough time to style everyone.

Unfortunately, anyone else wishing to have a trial, MUST attend the same appointment on the same date, in order to qualify for the reduced rate.

The trial takes anywhere between 2 to 4 hours (max), and you can try as much as you like within that time until you're 100% happy and relaxed about your bridal look/looks.

** Therefore, any future trials, would be charged at full price again if desired.*

N.B. We never set the hair as secure at the trial or use as many products to set it, as most often people wish to try a number of styles.

CANCELLATIONS & UNFORSEEN CIRCUMSTANCES: (please see full Terms & Conditions)

N.B. All payments are non-refundable/transferrable:

If you have to cancel your trial or wedding date after having paid the deposit or full balance, **this will not be refunded** as that date and your team will have been reserved on those dates for you, resulting in loss of earnings.

Terms and Conditions

(Contract agreement between Client and the Company)

1. Definitions

The Client: The recipient of the service and name listed on the booking form.

The Company: Flossy & Leigh Ltd

The Agreement: The contract that exists between the client and the Flossy & Leigh company for the agreed fee.

The Fee: The amount payable by the client to the company for the services listed above.

The Event: Relates in principal to the date whereby the event, 'the wedding' takes place.

The Party: Additional members of the bridal party

Our Base: The company base, in Lancashire at BB96RN.

Styling Team: Two members of the Flossy and Leigh Styling Team (one to be a Principal team leader). On party's larger than 7 clients, along with early an early event start time, more members of our stylists may need to be present.

2. Securing the booking of the event

*The booking of the wedding date is only reserved once the client has pre-paid the quoted non-refundable trial fee (including any quoted fuel supplement) in advance, and the confirmation document with receipt has been emailed to the client.

'Arranging' a trial (via email messages, text message or verbally alone) does not reserve the company's services for the Event. The official company confirmation email must be received via email.

*Following pre-payment of the trial, the wedding is then secured until 10 days after the trial date itself.

*Within 10 days after the trial, the 50% deposit of the wedding day (Event) services is due, in order to continue to reserve the wedding date further.

*The full & final balance is due no later than 4 weeks before the Event itself.

*All wedding bookings are subject to the minimum charge of the accepted quoted amount. Therefore, if at a later date the numbers are reduced to less than the original quote, the quoted fee will still be applied, as per the agreement between client and the company.

3. Consultation/Trials

*All trials are held Monday to Thursday, and start at either 10.00am, or 2pm. N.B WE CANNOT DO TRIALS FRIDAY TO SUNDAY, OR IN THE EVENINGS.

* Any other members of the bridal party wishing to have a trial, MUST attend the same appointment on the same date, in order to qualify for the reduced rate.

*The current planned address for all trials up until 2019 is: 2 Glendale Close, BB112RD

4. Payment

*Payments can be made in cash or via bank transfer.

*The bridal trial is paid for in advance at the time of booking, to secure the wedding event. However, additional members of the party wishing to have a trial may pay for it on the trial day itself. For trials with any more than 2 extra people booked, the 'guests' must pre-pay their trial also in advance, as extra team members will need to be booked in advance for that date also.

*The 50% Wedding Day deposit fee is to be paid by the client within 10days of the trial date.

*The full balance fee is to be paid in full by the client one month (28days) before the Event.

*Failure to pay the fee within the stated time will result in the Event date being released, and the booking cancelled. All moneys paid from the client to the company at this point would be retained by the company, and not refunded.

* All payments are non-refundable or transferrable, regardless of circumstances..

5. Responsibility of the client

*The client shall inform the makeup artist of any issues that may affect the use of any equipment or products. This includes but is not limited to sensitivities, allergies and medical conditions.

The makeup artist cannot be held liable for any losses that are incurred due to the Client's failure to inform them of any know or unknown condition.

*The purpose of the trial includes, but is not limited to, the testing of different brands of cosmetics to see if the Client has any reaction to any of the products.

The Client accepts responsibility for this, by agreeing to pre-pay for the trial.

It is the responsibility of the Client to inform the makeup artist of any subsequent reactions to any products used, so amendments can be made before the Event.

*The makeup artist reserves the right to refuse service to the client or members of the party for, but not limited to, abusive and threatening behaviour. If the makeup artist suspects the products to be unsuitable for a specific skin condition, based on information given from the Client, they may refuse the service.

*By booking the service, the client is accepting full responsibility for any skin reactions or allergies for themselves and anyone in their party.

6. Cancellations

*The client can cancel the Event at any point in writing.

*The company will be under no obligation to refund any money paid up until point of cancellation, however the client will not be liable for any further payments.

*The client can reschedule a trial at any point. However, a trial cancelled with less than 14 days notice will be charged for at 50% of the pre-paid agreed rate, and therefore, a new date will be charged at 50% of the original fee.

* Trials may take between two hours and up to a maximum of 4 hours to ensure we have exhausted all styling options and all reasonable wishes of the Client are undertaken. Therefore, any **future trials will be charged at the full rate again.**

*Cancellations by the Company due to circumstances including, but not limited to, problems rendering the makeup artist's performance of their obligations, only where no other suitable alternative can be given, a full refund will be given to the client. No further compensation will be offered.

*In the highly unlikely scenario of your specified Stylist being unable to attend your Event (due to unforeseen circumstances such as bereavement, serious illness, travel accidents/disruption and delays, extreme weather or a random act of God) we will in the first instance, offer you an alternative stylist from our team, and provide them with all the notes and photos taken at the trial to ensure you receive the same technical styling. If the client takes this option, no further compensation will be offered.

*If the booking is directly affected by circumstance beyond the control of the makeup artist (such as bereavement, serious illness, travel accidents/ disruption & delays, extreme weather or a random acts of God), where possible the Company will always

endeavour to rectify such situations, and provide a full refund. However, no compensation will be offered on the Company part.

It is strongly advised you take out wedding insurance to cover you against these situations.

7. Photography & Use of Photos.

The client agrees that the company may use any photography for publicity purposes which include but are not limited to the makeup artists website and social media pages.

8. Travel Expenses

* The company covers up to the first 60miles of any return journey. Any mileage over the first 60miles are charged at 45p per mile.

*The client will cover any fuel supplements as agreed on the quote at time of booking, this is to include parking charges.

*Accommodation will be required to be provided by the Client, the evening before a full-day wedding service, if the travel time from Base is greater than 1.5hrs, and the styling team is required to be present before 8am.

Where the journey duration from Base is greater than 2 hours, for a full- day wedding, accommodation may also be required the night of the Event also.

8. Full-Day Wedding Services

* These are a maximum of 12 hours, with a stylist team (2 x stylists) departure time of no later than 9pm. Anything over the agreed departure time will be charged at £100 per hour, plus VAT.

* A light lunch may be required to be provided by the client, for the two stylists that remain present all day.

IMPORTANT: By financially securing your date and pre-paying your trial fee, you accept these terms of contract.

Fashion and Editorial Work

All use of images in social media and publications, where possible must be credited to 'Flossy & Leigh'

Payment terms strictly thirty days from invoice date. In line with The Late Payment of Commercial Debt (Interest) Act (1988) I understand and will exercise my statutory right to interest and compensation for debt recovery costs under the late payment legislation if not paid according to agreed credit terms.

