

## BOOKING 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.

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 14months before, so make sure you enquire sooner rather than later.

Once your date is officially booked, you are allocated a *lead stylist* for your party, and depending on the numbers required, more team members may be added. For hair and makeup bookings of 3 people or less, it is only viable for one stylist (your lead) to attend.

Usually two stylists come out for a party size of anything between 4 to 7 people. For parties or more than 7 people, more stylists would be allocated.

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

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 POLICY:

**There is a minimum booking of three people for hair AND makeup, OR four for the makeup-only service.**

### We can help to dress the Bride!

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 moment (where feasible) so that you go off completely relaxed and flawless.

**N.B. However, if you needed to travel to another venue after styling, this isn't possible, unless it is a Platinum service.**

### Morning Logistics:

On the wedding morning, we allow approximately one hour for hair and *one hour for makeup per person*. 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 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.

**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 Platinum package), so **make sure you take into account the check-out and check-in times to your venues.**

## **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 BB12 7NG)

\*Also, please indicate in your first official enquiry if you're interested in one of our fullday service packages, as these are very popular, and may not actually be available on your date, if there is one booked in the day before or immediately afterwards.

**\*Wedding Day PRICING & FEES:** *(Please note we do not offer additional discounts)*

**You can find all details of our bridal packages in the Bridal 'Prices' section.**

N.B. We do not do makeup on anyone under 14yrs!

### **Optional upgrades/Extras:**

Please note that with the exception of the Platinum Experience, none of the Services include the extra upgrades of **HD Airbrush Makeup**, which is both WATERPROOF & SWEAT-PROOF and phenomenally long-lasting. However, they now all include the optional upgrade of **Lash inserts (previously charged at £15pp)**

### **SECURING THE DATE:**

Once you've sent your enquiry and received your quote, if you're happy to proceed, we will send you the trial pre-payment invoice.

In order to 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.**

NB) You pre-pay for the trial invoice via online banking.

From the moment we receive your trial prepayment, we then send you over a booking confirmation letter as a proof of receipt, which guarantees your wedding date is held until 10 days after your trial.

We do not require a deposit until AFTER the trial.

Following your trial you will be issued with a breakdown quote with your latest requirements transpiring from the consultation as you may wish to add on Airbrush upgrades.

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 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 LETTER**

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 useful information on there about your trial.

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

**N.B WE CANNOT DO TRIALS FRIDAY TO SUNDAY!**

**Up until 2017 all wedding trials are planned to take place in Lancashire at our exclusive private luxury bridal styling studio, located just off the M65.  
Studio Trial address:**

**Shuttleworth Mead Business Park  
Business 1st  
Ribble Court  
Padiham  
Lancashire  
BB12 7NG**

*\* In 2017/2018 we may be offering a more convenient service by undertaking trials at the bride's home address where possible, but this will be confirmed at the time of scheduling the trial date itself.*

### **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.*

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.*

## **CANCELLATIONS:**

**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. We recommend you take out Wedding Insurance in case of any unforeseen circumstances.

If for some completely unforeseen reason, we have to cancel your wedding, we would in the first instance try to re-staff it with another team member or associate, but if that wasn't possible, we would refund you the full paid amount, depending on which you preferred.

**By booking and sending the trial pre-payment to book, you are agreeing to this.**