

Terms and Conditions and Privacy Policy - from March 2021

Bath Bridal Hair

Please read fully before making your 'hold the date' payment. These are here to protect both yourself and Bath Bridal Hair.

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 so I can clarify.

'HOLD THE DATE' BOOKING FEE -

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

TRIALS -

To be held at my home 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 commitments, **please note trials will 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 with 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 you get a time to mutually suit - we all get very booked during wedding season therefore appointments may be 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.

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 lashes will be charged accordingly. It is normally the responsibility of the client to source hair extensions (due to colour matching) but of course advice can be given regarding this and occasionally I can source these myself.

Trial information will be sent out separately once trial is booked.

TRAVEL -

First 10 miles travel is free, after this travel will be charged from your stylist's location at 50p 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. All travel, parking ecto 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 discussed prior to booking and of course mutually agreed.

PAYMENTS/PRICING -

For large bridal parties/early weddings, an additional assistant or stylist/artist will 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). 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).

Due to high demand, weddings booked on or over Bank Holiday weekends and Fridays to Sundays inclusive between May and September the minimum 'on the day' booking fee is £230 for each service (£250 for hair and make up), excluding travel costs. For weekends October to April a minimum £180 spend applies for each service (£240 for both hair and make up). For weekday weddings in low season minimum spend of £150 applies. This helps cover the admin, travel time, sterilising of kit before and after, PPE etc.

When making payments, please use your name and wedding date as a reference - ie J Smith, 10.4.20 so 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.

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 may, at my discretion, refund you a percentage of this amount, dependent on amount of work already undertaken.

If you decide to cancel your booking at any point, whether this be due to sickness or accident of the stylist, to dispute, unreasonable behaviour of the bride/bridal party or artistic differences, non payment by bridal party, or due to government health guidelines, epidemic or pandemic, we will refund any amount

due according to the terms and conditions in your contract. You must notify you of this in writing, by email where at all possible. 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 and keep you informed at all times.

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 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, 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 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).

RESCHEDULING YOUR BOOKING -

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

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 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 by to ensure the bride is ready on time.

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 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.

In the very unlikely event (this has never happened yet) that an artist/stylist of Bath Bridal Hair is unable to attend to perform services on trial date or booked wedding date, for any unforeseen or unfortunate circumstances out of our control, including but not limited to sickness, government or health guidelines, epidemic or pandemic, enforced quarantine, accident, road or motorway closure or severe weather conditions, be sure that every reasonable effort will be made to contact you and to find a reputable replacement stylist/artist/salon at short notice, however any such booking will remain solely the responsibility of yourself. 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).

- **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).

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.

Fees/charges are set by myself, and are at my discretion. On occasion and with extenuating circumstances, especially where a cancellation has occurred but another booking has been taken in its place within a reasonable time, part of the total payment due may be waived.

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.

Many thanks
Sam @ Bath Bridal Hair