



## TERMS AND CONDITIONS

### BOOKING PROCESS

Booking enquiries can be made via our web page, telephone or email.

SIX Hairdressing will supply a quote and confirm availability.

To secure the booking, clients must pay a 20% non refundable deposit. The remaining balance will then be due 7 days before the wedding date.

SIX Hairdressing will provide a booking summary and confirm receipt of the deposit. It is the client's responsibility to check the booking summary and ensure that SIX Hairdressing is notified of any errors within 7 days of receipt. If the client notifies SIX Hairdressing of an error after this period, and SIX Hairdressing is unable to fulfill the booking, cancellation fees may apply.

Please note that the booking is not final until the deposit has been paid in full and SIX Hairdressing has confirmed receipt in writing.

Dates are given on a first come first serve basis. A 20% non-refundable deposit is required to secure the wedding day. This is then deducted from the final balance. Bookings made with less than 1 calendar month until the event are payable in full upon booking to secure the date.

A date cannot be held without a Deposit and the requested date will still be open to other enquiries in the mean time.

Final payment is due 7 days prior to the wedding day. You agree that by paying your non-refundable deposit you are agreeing and accepting to be bound to SIX Hairdressing business terms and conditions. Failure to make payments within the agreed time frame, may result in the cancellation of your booking.

### PAYMENT

The deposit can be paid by credit/debit card at the salon or by BACS. We cannot take payments over the phone. The trial is payable to the stylist on the day of the trial. The balance is payable 7 days before the wedding date. We do not accept card payments on the wedding day. The price agreed at the time of booking is final, so if SIX Hairdressing's price list changes it will not affect your agreed rate.

### CALL OUT FEE

If you require SIX Hairdressing to travel to your "get ready venue" a call out fee will be added to your quote. The call out fee covers lost cost due to the salon having to close.

If changes are made to your original quote (this includes changes to the number of clients, location, dates and times) your call out fee could increase.

### CANCELLATION FEES

If for some reason you cancel your booking, your cancellation must be confirmed by email or telephone. If a wedding or part of the booking is cancelled within 14 days of the wedding date, the balance is required in full. Your deposit is non refundable. The balance is not refundable but can be transferred. Please note that all changes or cancellations MUST be stated in writing.

### SIX HAIRDRESSING CANCELLATIONS

In the unfortunate event that we are unable to attend

on the day, due to illness or for last minute, unforeseen circumstances all efforts will be made to find an alternative stylist/artist to stand in.

In the unlikely event that we cannot find a replacement artist, monies (excluding money paid for work already carried out) will be fully refunded.

If an assisting artist is needed for large party's and they are unable to attend due to unforeseen circumstances we may ask for an earlier start time to accommodate original numbers, or a refund can be offered on services that have been forfeited.

SIX Hairdressing reserves the right to cancel a booking following a trial, without a refund of the deposit, in circumstances where the client is uncooperative/makes it difficult to carry out our work or is booked under false pretences i.e for an event or other purpose.

### CHANGES TO BOOKINGS

Notification should be given of any changes to the booking and trial as soon as possible. This includes changes to the number of clients, location, dates and times. It is the client's responsibility to do this as we can not guarantee stylists availability. Any changes can only be made by the Bride.

Changes must be confirmed in writing via email or in person and are not accepted as written notice until you have received a reply from either your stylist or the bookings team. Please do not rely on texts as we do not always receive them.

Change of trial date – An alternative date will be found depending on our availability.

Changes to those having trials – Any changes made by the bride to a trial must be made in writing 48 hours before the date of the trial.

Change of wedding date – We will do our best to rebook the original stylist for the new date or supply another available stylist. If this is not possible then the usual cancellation fees apply. Please note if you require a second trial you will need to pay the full trial amount. Change to number of clients or services – A new price will be calculated based on our current price list to reflect any changes in the bridal party. However, we reserve the right to cancel the booking. The deposit and any trial money if paid, will be retained.

Please note that if the change results in the number of adults dropping below the minimum booking – the standard surcharge will apply. If a wedding or part of booking is cancelled within 14 days of the wedding date, the balance is required in full.

Bookings must be above the minimum booking or the total cost made up to the equivalent amount.

Change of location – We may need to add a travel charge if the location changes. If the getting ready venue needs to be changed during the morning of the wedding. There may be a charge to cover the time and travel involved in relocating.

### MISCELLANEOUS TERMS

Following the smoking regulations – smoking whilst a stylist is working is not permitted.

Stylists reserve the right to refuse to work if a client is rude or aggressive. In this case the usual cancellation policy will apply.

Sometimes it just isn't a good fit. In this situation the booking will be cancelled and the trial fee will be retained. Deposits may be refunded but this is left to stylists discretion.

### MINIMUM BOOKING REQUIREMENTS

The minimum booking for peak season weddings on Fri/Sat/Sun between May - September is 3x adult hair (This must include the bride)

Bookings that don't reach the minimum on peak dates will still be charged at the equivalent minimum cost.

**By paying a reservation fee, you are agreeing to and accepting SIX Hairdressing Terms and Conditions stated above.**

## **SPECIAL REQUIREMENTS**

Accommodation close to the wedding venue may be required for the night before the wedding if; journey time is over 2 hours one way, the start time is 6am or earlier, or there are other foreseeable events/delays. Hair extensions can be purchased subject to availability through SIX Hairdressing

## **LARGE BOOKINGS**

One or more assistant artists will be required for large bookings under these variations;  
Bookings that exceed 10x hair services  
Where there isn't enough time for everyone to get ready in the available time frame.  
If the venue has access time restrictions.  
To offer a later/more relaxed start time.  
The fee to book and secure an assistant artist for the wedding day is £100 per assistant.

## **TRIALS**

Trials are offered once the wedding date has been secured with the reservation fee.  
Trials are required for the bride (unless under special circumstances) but optional for the bridal party.  
In the unfortunate event that you, or any of your bridal party, decide after your trial that you are not satisfied, please email us at [sixhairdressing@outlook.com](mailto:sixhairdressing@outlook.com) within 12 hours so that any issue can be resolved. After this time a repeat appointment will need to be booked at full price if this is what is required. Refunds cannot be given on work that has already been carried out.  
If a client decides to cancel a wedding booking after a trial, the deposit for any wedding day charges will be retained.

## **IN THE EVENT OF DELAYS ON THE WEDDING DAY**

SIX Hairdressing cannot be held accountable in the event of unforeseen delays on the day which are out of their control.  
In the event that one or more services are forfeited as a result, no compensation/refunds can be offered if timings over-run.  
If you are aware of factors which could delay or hinder our journey, please advise us as soon as possible so we can factor this into our route. We cannot be held responsible for any unforeseen factors.  
No refund or compensation can be offered for delays caused by other wedding vendors, guests, or members of the bridal party arriving late to begin our service.  
If you suspect any member of your bridal party may be a challenge in any way, it's encouraged for them to have a trial to avoid potential delays on the day.

## **INSURANCE**

All artists working under SIX Hairdressing have full public liability insurance to protect both themselves and the client.

## **PRODUCTS / ALLERGIES**

The client must inform SIX Hairdressing of any allergies/sensitivities/skin conditions before any services are carried out. This includes before/during the trial and afterwards if any sensitivities/problems have been found. Discounts cannot be given on services if you want to use your own products on the day. We also cannot be held liable for the performance and longevity of the product.

## **WORK REQUIREMENTS**

To carry out all hair services, SIX Hairdressing will need a minimum of; a cleared table/flat surface to set up on and chair for the client to sit on.  
15 minutes is allocated to set up and be ready in time to start services. If suitable conditions are not provided, SIX Hairdressing cannot be held responsible for delays if time is lost due to this.  
Access to 2x 13amp plug sockets