

SIX Hairdressing Wedding Terms & Conditions

BOOKING PROCESS

Booking enquiries can be made via our website, telephone, email, or by messaging our wedding/event WhatsApp line. Once we receive your enquiry, we will respond with an estimated quote and confirm our availability for your date.

To issue an accurate quote, we require the following:

- A photo of each bridal party member requiring hair styling.
- A reference image of the desired hairstyle for each person.
- Notification of any permanent hair extensions (type and method) or clip-in extensions to be used on the day.
- Confirmation of any accessories that will be worn.

You may provide this information by:

- Attending a free face-to-face or telephone consultation.
- Submitting your details and images via our events WhatsApp.

Once we have this information, you will receive your tailored quote and invoice via email.

SECURING YOUR BOOKING

- A non-refundable deposit, usually the value of the call-out fee, is required to secure your date.
- Your date is not secured until your deposit has been paid in full and we have confirmed receipt in writing.
- Deposits are taken on a first come, first served basis. We do not hold dates without payment.
- If your booking is made within 30 days of the wedding, full payment is due immediately.

Once the deposit is received:

- You'll be added to our digital booking system.
 - You will receive a confirmation text and email, including instructions on how to book your trial.
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BOOKING SUMMARY & RESPONSIBILITY

- A booking summary will be sent once the deposit is paid.
- It is your responsibility to review the booking summary and notify us of any errors within 7 days.

- If errors are flagged later and we cannot accommodate changes, cancellation fees may apply.
 - By paying your deposit, you agree to be bound by our terms and conditions.
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TRIALS

- Trials are offered only once your wedding date is secured with a deposit.
 - Bride trials are required unless exceptional circumstances apply.
 - Each trial lasts for 1 hour.
 - Please arrive with clean, dry hair and a clear idea of the style you would like.
 - If you're undecided, let us know in advance so we can allocate extra time (additional charges apply).
 - Trials are charged per session. Multiple trials = multiple charges.
 - If you're unhappy following your trial, please email us within 24 hours. A follow-up appointment can be arranged at full price.
 - Refunds are not given for work already carried out.
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PAYMENT

- The deposit is payable by card (in salon or over the phone) or via BACS.
 - Trial fees are paid directly to the stylist on the day.
 - Final balances must be paid in full 30 days before the wedding.
 - No card payments are accepted on the day of the wedding.
 - All quotes are estimates and subject to change.
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CALL-OUT FEES

A call-out fee applies for any service outside of our salon. This covers:

- Closure of our diary for your exclusive booking.
- Lost revenue from salon clients.
- Travel time and expenses.
- If the start time is before 6am there will be an increased call out fee.

If the number of people, location, or timing changes, the call-out fee may increase accordingly.

MINIMUM BOOKING REQUIREMENTS

For peak season (May–September, Friday–Sunday):

- The minimum booking is 3 adult hair services, including the bride.
 - Bookings below this will be charged at the minimum value.
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LARGE BOOKINGS

An assistant stylist may be required when:

- More than 10 hair services are booked.
- Access or time is limited.
- A relaxed/late start time is requested.

Assistant fee: From £150 per assistant.

ACCOMMODATION

Overnight accommodation may be required if:

- Travel time exceeds 2 hours (one way).
 - The start time is 6:00 AM or earlier.
 - Venue access is restricted or delayed.
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CHANGES TO BOOKINGS

- All changes must be made in writing and can only be made by the bride.
 - We do not accept changes via text message.
 - Confirmation of changes must be acknowledged by the stylist or booking team.
 - Changes may result in price adjustments or cancellation if minimum booking requirements are no longer met.
 - Change of wedding date: we will try to rebook the same stylist. If not possible, standard cancellation fees apply.
 - Trial date changes require 48 hours' notice.
 - Location changes may incur additional travel charges.
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CANCELLATION FEES

- Cancellations must be made by phone or email.
- Deposits are non-refundable.
- If cancelled within 30 days, the full balance is due.

- Balances are non-refundable but may be transferred to a future booking.
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SIX HAIRDRESSING CANCELLATIONS

- If we are unable to attend due to illness or emergency, we will do our best to find a replacement.
 - If we cannot find a replacement, all unused fees will be refunded.
 - In the case of large bookings, if a second stylist cannot attend, we may require an earlier start or issue a partial refund.
 - We reserve the right to cancel a booking following a trial if we feel we cannot work effectively with the client.
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ON THE DAY

- We aim to finish services 1 hour before your ceremony.
- Final payments for any added services are due before the stylist leaves.

We require:

- A cleared table/flat surface.
 - A standard chair.
 - Access to two 13amp plug sockets.
 - 15 minutes to set up before starting.
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DELAYS ON THE DAY

- SIX Hairdressing is not responsible for delays caused by traffic, weather, guests, or other vendors.
 - No refunds will be issued for services forfeited due to delays outside our control.
 - If certain bridal party members may cause delays, a trial is recommended.
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INSURANCE

All stylists at SIX Hairdressing are fully insured with public liability coverage.

PRODUCTS / ALLERGIES

- Clients must inform us of any allergies or sensitivities before the trial or service.
- If you choose to use your own products, we cannot guarantee results or issue discounts.

BEHAVIOUR / CONDUCT

- Smoking is not permitted during services.
 - Stylists reserve the right to withdraw services if clients are aggressive or abusive. Cancellation fees apply.
 - If the working relationship is not suitable, the stylist may cancel and retain the trial fee.
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16. IMAGE RIGHTS

With your permission, we may use photographs or videos of your bridal styling for promotional use on social media or our website. If you do not wish to be featured, please notify us in writing.

17. COVID-19 OR ILLNESS POLICY

If the wedding is cancelled or postponed due to illness or a COVID-related event, we will do our best to move your date. However, the deposit remains non-refundable.

A new quote will be generated if the rescheduled date results in different availability or costs.

“STAY ALL DAY” PACKAGE

For Clients Who Want That Extra Touch of Glam Throughout the Day

We are delighted to offer our “Stay All Day” service — designed especially for those who want ongoing support throughout the wedding day.

Stay All Day Package:

- 💰 £395.00
- ✓ Available exclusively to the bride or main guest of honour
- ✓ On-site styling for touch-ups or a second look
- ✓ Coverage until the first dance or 7:00 PM (whichever comes first)
- ✓ Additional hours charged at £80.00/hour after 7:00 PM

Additional Information:

- Prices may increase depending on changes to the party, additional styling requests, travel distance, extensions, accessories, or hair type.
- We are proud to collaborate with a professional makeup artist for complete bridal packages — please ask for details!
- All deposits are non-refundable. Missed trials or cancellations outside the agreed notice period are chargeable.

- SIX Hairdressing reserves the right to cancel a booking if payments are not made on time.
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For all enquiries, contact us at:

 sixhairdressing@outlook.com |  0121 413 3957

We're honoured to be a part of your special day and will always strive to give you the best possible experience.