



WEDDING HAIR & MAKEUP BY LAUREN TERMS & CONDITIONS

Wedding Hair & Makeup by Lauren is owned and operated by **Lauren Hair & Makeup Ltd**, a Company registered in England and Wales no. 11631841. Registered Office: Sutherland House, 1759 London Road, Leigh on Sea, Essex, SS9 2RZ

All bookings taken are at the discretion of Wedding Hair & Makeup by Lauren

Bookings are only secured once a Booking Fee has been made and cleared.

By paying the Booking Fee all Clients accept the below Terms & Conditions.

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1. DEFINITIONS

The Company refers to Lauren Hair & Makeup Ltd Trading as Wedding Hair & Makeup by Lauren

The Client refers to the recipient of the service

The Event refers to the occasion for which the service has been agreed

The Fee refers to the amount payable by the Client to the Company for the service in the agreement

Agreement refers to the agreement between the Client and the Company, confirmed by e-mail, for provision of the service

The Agreed Artist refers to the artist from the Company that has been booked by the Client to complete the agreed hair/makeup services

Lauren refers to the Company director

Team refers to members of Wedding Hair & Makeup by Lauren Team as listed on the “Meet The Team” webpage

The Bridal Party refers to persons in addition to the Client requiring services at the Event

2. BOOKING PROCESS

- Enquiries are taken via email, telephone or completion of a contact form via the Company’s website.
- The Company will email a quote (including booking terms and conditions) to the Client and confirm Lauren or team member’s availability for the Client’s Event.
- The Fee is always agreed via email. Verbal agreements are not deemed valid by the Company.
- Bookings are only secured once a Booking Fee has been made and cleared. The Company’s receipt of this will be confirmed via email to the Client.
- The Client’s payment of the Booking Fee confirms the booking and secures the Agreed Artist’s availability for the Client’s Event on the agreed date and time for the agreed Fee in accordance with these terms and conditions.
- Enquiries for which a Booking Fee has not been paid are not confirmed and therefore availability cannot be guaranteed, and an agreement is not formally in place.
- Cancellations are only deemed valid if received in writing via email.

3. BOOKING PROCESS

- All payment is required by BACS bank transfer.
- Bookings are only confirmed once the funds have cleared in the Company’s bank account.
- Once a Booking Fee has been paid by the Client, receipt of this will be confirmed by the Company.
- The pricing quoted at the time of the booking will be honoured and any general price changes between the time of booking and the Client’s Event date will not affect the agreed Fee for the services booked.
- All discounts are agreed at the time of booking based on the size of the booking. If the number or party changes any discounts will no longer be applicable and full current pricing will be charged.
- Failure or delay to make payments in the time frames stated below may result in cancellation of the booking with all previous payment made non-refundable.

3.1. WEDDING BOOKINGS

Payments for wedding hair and makeup bookings are made by the Client to the Company in multiple payment instalments as outlined below.

For bookings made less than 6 weeks prior to the wedding date, all final payments will be due up front to fully secure and confirm the booking.

3.1.1. BOOKING FEE

- The Booking Fee amount is £50
- The Booking Fee confirms and secures the Client's wedding date with the Agreed Artist at the agreed Fee.
- The Booking Fee is fully redeemable against the final balance.
- The Booking Fee is non-refundable upon cancellation.
- The Booking Fee is non-transferrable to another Event date.

3.1.2. TRIAL FEE

- The trial Fees for both the bride and bridal party, including any travel Fees, are due at the time of booking along with the Booking Fee payment.
- Once a trial has taken place, the trial Fee paid is 100% non-refundable. This is non-negotiable.
- If the Client terminates the agreement prior to having a trial and this is in advance of 72 hours of the agreed trial date, the trial Fee will be refunded to the Client. If notice of termination of the agreement is given after 72 hours prior to the agreed trial date, the trial Fee will not be refunded to the Client.

3.1.3. FIRST PAYMENT INSTALMENT

- A further Fee instalment of 50% of the Client's total wedding day services including any additional expenses will be due 7 days after the Client's trial.
- The initial £50 Booking Fee paid will be deducted from this payment.
- All services are final and confirmed once this First Payment Instalment has been received, after this time if agreed services are reduced the total amount quoted will remain the same and no refund will be offered. Additional services may be added at the Agreed Artist's discretion and approved by the Company. The Client will be billed accordingly for any additional services required.
- The First Payment Instalment is non-refundable upon cancellation.
- The First Payment Instalment is non-transferrable to another Event date.

3.1.4. FINAL PAYMENT INSTALMENT

- All final payments for the wedding day services must be made and cleared 6 weeks prior to the Event date.
- The Final Payment Instalment is non-refundable upon cancellation.
- The Final Payment Instalment is non-transferrable to another Event date.

3.2. SPECIAL OCCASION / LESSON / PHOTOSHOOT BOOKINGS

Payments for non-wedding hair and makeup bookings such as special occasion, lessons and photoshoots are outlined below.

For bookings made less than 4 weeks prior to the Event date, all final payments will be due up front to fully secure and confirm the booking.

3.2.1. BOOKING FEE

- The Booking Fee amount is £50.
- The Booking Fee confirms and secures the Client's Event date with the Agreed Artist at the agreed Fee.

- The Booking Fee is fully redeemable against the final balance.
- The Booking Fee is non-refundable upon cancellation.
- The Booking Fee is non-transferrable to another Event date.

3.2.2. FINAL PAYMENT INSTALMENT

- All final payments for the Event day services must be made and cleared 4 weeks prior to the Event date.
- The Final Payment Instalment is non-refundable upon cancellation.
- The Final Payment Instalment is non-transferrable to another Event date.

4. CANCELLATIONS

Once a Booking Fee has been paid by the Client, receipt of this will be confirmed by the Company. A booking form will be sent over including the Company's terms and conditions. It is the Client's responsibility to read through the Company's terms and conditions and will have a 7 day "cooling off period" during which a full refund of the Booking Fee will be issued should the Client wish to cancel the booking. After this point the Client is entering into a contract with the Company and is bound by its terms and conditions.

4.1. CLIENT CANCELLATIONS

- The Client can cancel the Event at any time. All cancellations or changes to service must be stated in writing via email to the Company and only confirmed once the Client has received a reply from the Company.
- If notice of cancellation is given after the following time limitations, the full outstanding amount is still payable:
 - 6 weeks prior to the wedding date for wedding bookings.
 - 4 weeks prior to the Event date for special occasion/lesson/photoshoot bookings
- 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 (unless notice was given after monies were due as stipulated above).
- The Client can cancel a trial at any point, however a trial cancelled with less than 72 hours' notice to the Company will be charged for at the agreed rate.
- Cancellations for services booked where travel and/or accommodation expenses have been paid for by the Company and are non-refundable by the provider will need to be reimbursed in full by the Client to the Company.

4.2. COMPANY CANCELLATIONS

- In the highly unlikely Event of an emergency or illness on the Company's behalf, they agree to make every effort to find the Client an equally capable replacement artist who will be fully briefed on both the Client's and the party's hair and makeup looks. If this is not possible, a full refund will be given for the Event day services. No further compensation will be offered.
- In the highly unlikely Event of an emergency or illness resulting in the additional artist not being able to attend the booking, the Company will make every effort to find a replacement artist. If this is not possible an earlier start time may be needed to accommodate original numbers. The Client will be refunded for any bridal party services not completed attributable to the absence of the additional artist. No further compensation will be offered.

- If the booking is directly affected by circumstances beyond the control of the Company or Agreed Artist, every possible endeavour to rectify such situations will be made, however no compensation will be offered on the Company's part. The Client may want to explore wedding insurance options as a protection against such circumstances.
- If Lauren or team members are made to feel uncomfortable in any way, or if any of the bridal party, wedding guests, or other wedding vendors display abusive or offensive behaviour the Company has the right to terminate the contract without refund.

4.3. CLIENT POSTPONEMENTS

- Should the Client need to postpone / change date of booking / agreed upon date of service, the Company allows for **one date change only per booking** (subject to the Company's availability to cover the alternative date which cannot be guaranteed). Thereafter any further date changes will be considered a cancellation and a new booking with Booking Fee payment and new payment schedule will be required to secure the new date.
- Booking date changes will not be accepted after 6 weeks prior to the agreed Event date. Date changes / postponements thereafter will be considered a cancellation of services and all Fees paid by the Client will be retained by the Company. No further compensation will be offered.
- Postponements and date changes to bookings are subject to availability of the Agreed Artist.
 - Providing the Client has not yet had a trial and therefore not made the "First Payment Instalment"; If the Agreed Artist on the booking is not available for the new postponed date, the Company will endeavour to find the Client an alternative team member. The Booking Fee paid will be transferred to the Client's new date to secure the new agreed date with the new Agreed Artist.
 - If the Client has already had a trial with their Agreed Artist and the Agreed Artist does not have availability for the new Event date, this will be regarded a cancellation of services and all Fees paid by the Client will be retained by the Company. No further compensation will be offered.
- Terms of postponements:
 - Postponements will only be accepted should the new rescheduled date fall within the same year of the initial Event date.
 - Should the new rescheduled date move to the following year; the Company will only accept postponements/and be able to transfer the date, if the new date falls during the week (Monday -Thursday). If the new date falls on a weekend (Friday, Saturday, Sunday) in the following year - this will be considered a new booking with new Booking Fee payment and payment schedule, meaning that the Client's initial booking therefore cannot be transferred, and any Booking Fees cannot be transferred.

5. BOOKING CHANGES

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 the Company cannot guarantee availability for either Lauren or Team Members all day.

Changes must be confirmed in writing via email and are not accepted as written notice until you have received a reply from the Company.

Any discounts offered by the Company to the Client will only apply at the time of booking and will not be applied to any changes made after this time. Changes in agreed services may forfeit any discount applied by the Company at the time of booking.

5.1. CHANGE OF TRIAL DATE

If notice for a change of trial date is given by the Client in advance of 72 hours of the trial date agreed, an alternative date will be approved between the Client and Agreed Artist. If notice for a change of trial date is given by the Client less than 72 hours before the agreed date, the Client will incur the full Fee for the trial service(s) to cover the lost appointment. A new trial payment will be due to secure a further date with the artist. Should a trial session booking by the Agreed Artist and Client need to be regrettably changed by the artist, the Client will be informed ASAP and the Agreed Artist will endeavour to find an alternative date suitable to the Client.

5.2. CHANGE TO TRIAL NUMBERS

If notice for a change of trial numbers is given in advance of 72 hours of the trial date agreed, a refund will be given by the Company to the Client for the bridal party trials no longer required OR if agreed by the Client the Fee will be retained to pay towards a new bridal party trial booking. If notice for a change of trial numbers is given less than 72 hours, the Client will forfeit the full cost paid for the trials and new payment will be required to book a new trial.

5.3. CHANGE OF WEDDING DATE

Please see 4.3 – Client Postponements.

5.4. CHANGE TO WEDDING DAY NUMBERS

All wedding day services are confirmed and final once the Client has made the “First Payment Instalment” (50% of the wedding day services due 7 days after the Client’s trial). Changes to wedding day services cannot be reduced past this point and payment for all agreed services will need to be paid by the Client. Additional services may be added at the Agreed Artist’s discretion and approved by the Company. The Client will be billed accordingly for any additional services required. Wedding day numbers/services can be changed prior to the payment of the “First Payment Instalment”, however will still need to meet minimum booking requirements.

5.5. CHANGE OF LOCATION

In accordance to the Company’s travel terms, additional travel Fees may apply if the booking location changes and the Client will be billed accordingly. If the location changes dramatically the Company reserves the right to cancel the booking.

6. TRAVEL

- Travel expenses will be charged at 0.45p per mile if the journey exceeds a 20-mile radius from the Agreed Artist’s home.
- The Client is liable to pay congestion and parking charges where necessary and will be quoted accordingly.

- Travel by Public Transport, Rail, Air, Taxis or Uber: Expenses are charged at cost to the Client and will be added to the Client's wedding day balance.
- For destination weddings/bookings all travel and accommodation are to be paid for by the Client.
- In the Event of travel arrangements (including accommodation) being disrupted/cancelled for reasons not in control of either the Client or Company/Agreed Artist, and are non-refundable by the provider, the Client agrees to reimburse the Company for any losses incurred. Failure to do this may result in the cancellation of the booking with all previous payment made non-refundable.

7. DESTINATION WEDDINGS / BOOKINGS

- The Client will be responsible for the payment of the following: reasonable return flights, accommodation, transfers to and from the airport and any transfers required by the Agreed Artist at the destination. This will be agreed between the Company and Client in the booking process.
- Travel to and from the airport will be charged as well as any parking Fees that may incur. Alternatively, the Client can cover taxi fares to and from the airport. This will be stipulated in the booking process.
- Travel days are charged at £150 per day. Two travel days will be quoted for traveling to the chosen destination; this is to cover the Agreed Artist for not being available to work those days. Travel days may be subject to artist's discretion of staying on or depending when the artist can travel back, i.e. due to location of venue, transport and flight times.
- For larger wedding bookings where an additional artist is needed, the above travel and accommodation will need to be covered for the additional artist as well as the main artist on the booking.
- A subsistence supplement Fee of £15 per day will be added to each day the artist/s will be travelling attributable to the destination booking.

8. BRIDAL TRIAL BOOKINGS

- Trial appointments are taken Monday - Thursday in daylight hours. Fridays, Saturdays and Sundays are reserved for wedding bookings. Evening and weekend trials are only taken at the discretion of your Agreed Artist.
- Trials booked with Lauren are held at Lauren's home studio in Wandsworth Common (SW17). Trials booked at an alternative address will incur a surcharge of £25 plus additional travel charges if applicable.
- Trials booked with team members will be held at the Client's home. Additional travel/congestion/parking charges may apply if applicable.
- Bridal party trials booked on the same day as a bride's trial will be charged at a discounted bridal party trial Fee. Bridal party trials booked on a separate date to the bride will be charged bridal trial Fees and additional travel charges may apply where applicable.
- Bridal trials usually take up to 2 hours for a makeup or hair booking and 4 hours for both a hair and makeup booking. The Company endeavours to ensure the Client is satisfied at their trial, however the maximum time allocated on any one trial is 2.5 hours for a makeup or hair booking or 4.5 hours for a makeup and hair booking. Any additional time required for trial sessions will have to be booked as a repeat trial.
- If the Client requires a second trial, another payment of the full trial amount will be required.

9. SPECIAL REQUIREMENTS & ADDITIONAL INFORMATION

- ACCOMMODATION
Overnight accommodation may be required should travel exceed 2 hours (4 hours round trip) from the

Agreed Artist's home to the booking address. This is to be quoted to the Client when enquiring. This should be arranged by means of either option A) or B) below:

- A) suitable overnight accommodation will be organised and paid for by the Client. The accommodation should be within a 15-minute journey of the booking location.
- B) suitable overnight accommodation will be organised by the Company. This will be agreed by and fully reimbursed by the Client.

- **ADDITIONAL ARTISTS**

If a booking is requested for one artist but is deemed by the Company not to be possible for one person due to time constraints, an additional artist can be booked for an additional £100 per additional artist added to the booking. This will be discussed with the Client when an enquiry is made to the Company.

- **INDIVIDUAL LASHES**

Individual lash application is included in the price for the Bride's makeup service, there is no reduction in price for any makeup service if they are declined. This is not included in the Bridal Party makeup service and will incur additional costs to add to the booking.

- **FLOWER GIRLS & JUNIOR BRIDESMAIDS**

Flower girl and junior bridesmaid services are subject to their age and time allocations. The junior bridesmaid service is ideal for young bridesmaids (10-13 years old) requiring hair and light makeup. The service is limited to 45 mins max for both hair and makeup. The flower girl hair service is ideal for very young bridesmaid's requiring simple hair styling such as curls and braids. The service is limited to 25 mins max.

- **HAIR EXTENSIONS & HAIR ACCESSORIES**

Hair extensions or hair accessories are not supplied from the Company as part of the hair service. If supplied by the Client, the Agreed Artist will apply both hair accessories or clip in hair extensions for the Client or bridal party as part of their hair service.

- **SPLIT LOCATIONS**

If preparation for the wedding day is split between 2 locations, a pack down/re-set up Fee of £35 will be charged.

10. MINIMUM BOOKING REQUIREMENTS

- The following days for wedding bookings may have minimum booking requirements of bride plus one other adult for both hair and makeup on the wedding day, or the monetary equivalent of:
 - Saturdays in May – October
 - Fridays in June – September
 - Bank Holidays Dates in May - October
- Minimum requirements will be quoted to the Client when enquiring for the above dates.
- Surcharges will be charged to the Client until the minimum spend is reached.

11. RESPONSIBILITY & LIABILITY

11.1. CLIENT'S RESPONSIBILITY

- It is the Client's responsibility to inform the Company or team member of any potential issues such as but not limited to medical conditions, allergies, and/or skin sensitivities. Neither the Company nor team member can be held liable for any condition that arises or loss incurred by the Client/party if the Client has not informed the Company and/or team member of any known conditions as stated above, or of any conditions unknown to the Client at the time of the service. Neither the Company nor the team will be

held responsible for any personal injury sustained as a result of taking part in any hair and makeup services provided.

- The Company and/or team member reserve the right to cancel the agreement if the behaviour of the Client is deemed inappropriate and/or if the Client reports a condition that the Company and/or team member deem as a risk to the Client's health and well-being. In these cases, any payments that have already been made by the Client for the service are non-refundable.
- The Company and/or team member reserve the right to cancel the agreement should the booking be made under false pretences, such as doing a special occasion when it is a wedding booking.
- It is the Client's responsibility to provide a suitable working space for the Agreed Artist such as adequate space, light, electricity points and hand washing facilities.
- It is the Client's responsibility to provide basic refreshments during the wedding/Event day services.
- The Client agrees to keep children and infants away from any and all makeup, hair products and heated styling tools for Health & Safety reasons. Neither the Company nor the team member will be held responsible for any injury sustained in any Events of this nature.
- The Client accepts responsibility to ensure any clothing and accessories needed for the wedding day is kept out of the way of our hair and makeup working area. If products of any kind get on clothing or accessories, the Company cannot be held liable.
- A schedule for the Event day services will be given to the Client by the Agreed Artist prior to the Event day. It is the Client's responsibility to ensure every member of its party is aware of timings on the day and that they stay available.
- The Client accepts that the Agreed Artist cannot style anyone's hair that has head lice.

11.2. COMPANY'S RESPONSIBILITY

- The Company will always endeavour to honour the agreement to the best of its ability.
- There may be circumstances beyond the control of the Company where either Lauren or a team member is unwell, delayed or otherwise unavailable, sometimes at short notice. In such a case the Company will inform the Client at its earliest convenience and endeavour to make favourable alternative arrangements if possible.
- Neither the Company nor the Agreed Artist will be held responsible for any delays caused by Events beyond their control. No refund or compensation will be given in the Event of delays caused by other wedding vendors, guests, or members of the bridal party.
- The Company shall not be liable or responsible for any failure to perform, or delay in performance of, any of its obligations here under that is caused by an Event outside its control including, without limitation, strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, robbery of the artist's kit needed to carry out work, road traffic accident or traffic delays, flood, earthquake, subsidence, epidemic or any other natural disaster, failure of public or private telecommunications or transportation networks or damage to or failure of any mode of transportation used by the Agreed Artist. If the booking is directly affected by circumstances beyond the control of the Company or Agreed Artist, every possible endeavour to rectify such situations will be made, however no compensation will be offered on the Company's part. The Client may want to explore wedding insurance options as a protection against such circumstances.

11.3. LIABILITY

The Company is not liable for any suppliers that are recommended.



Lauren and team members are covered by their own Public Liability insurance.

12. PHOTOGRAPHY & USE OF IMAGES

- Photos will be taken of the Client's hair and makeup on the trial day to be used as a reference.
- Photos taken at the trial and/or Event day may be used for marketing purposes which include but are not limited to the Company/Agreed Artist's website and social media.
- The Company/Agreed Artist may contact the Client and/or the Client's photographer to request images from the Event. The Company/Agreed Artist agrees to credit the photographer when using these images.
- If the Client does not agree to the above, notice must be given in writing to the Company and/or Agreed Artist.