

# LAUREN

WEDDING HAIR & MAKEUP

## 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 and includes VAT where applicable

**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 & *Other Artists* who represent Wedding Hair & Makeup by Lauren

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

**BACS Bank Transfer** refers to the method of funds transfer to the Company/Agreed Artist bank account displayed on the invoice

**The Bridal Experience** refers to the Company's signature bridal service for the Client, which includes a Design Appointment and wedding day hair and/or makeup services, booked as a single package.

## 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. PAYMENTS

- All payment is required by BACS bank transfer to the account details displayed on the invoice.
- Bookings are only confirmed once the funds have cleared in the Company's/Agreed Artist'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. LAUREN WEDDING BOOKINGS

Payments for wedding hair and makeup bookings are made by the Client to the Company in 3 payment instalments as outlined below.

For bookings made less than 8 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 £200
- The Booking Fee confirms and secures the Client's wedding date with Lauren at the agreed Fee.
- The Booking Fee is fully redeemable against the final balance.
- The Booking Fee is non-refundable upon cancellation of the booking **at any time**, except for the following:
  - 50% of the Booking Fee will be refunded to the Client should they notify the Company of cancellation within 48 hours after the Design Appointment, provided the Final Balance Payment Due Date has not yet passed.
  - The remaining 50% will be retained to cover administration services already rendered / Lauren reserving the Event Date and preventing further bookings being taken.
  - Once the Final Balance has become due (regardless of whether it has been paid), all payments made are non-refundable.
- The Booking Fee will not be refunded should the Client notify the Company later than 48 hours after the Design Appointment.
- The Booking Fee will not be refunded should the Client notify the Company prior to the Design Appointment.
- The Booking Fee is non-transferable to another Event date.

#### 3.1.2. DESIGN APPOINTMENT FEE

- The Design Appointment Fees for both the bride and bridal party, including any travel Fees, are due 7 days prior to the agreed Design Appointment date.
- Design Appointment fees are non-refundable under any circumstances.
- Should the Client need to re-schedule the agreed Design Appointment date, the Company will allow **one** date change, thereafter an additional Design Appointment Fee will be invoiced to the Client.

#### 3.1.3. FINAL BALANCE

- The final balance must be made and cleared 8 weeks prior to the Event date.
- The £200 Booking Fee paid will be deducted from this payment.
- The final balance is non-refundable upon cancellation.
- The final balance is non-transferable to another Event date.

### 3.2. TEAM WEDDING BOOKINGS

Payments for wedding hair and makeup bookings are made by the Client to the Company/Agreed Artist in 3 payment instalments as outlined below.

For bookings made less than 8 weeks prior to the wedding date, all final payments will be due up front to fully secure and confirm the booking.

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## 3.2.1. BOOKING FEE

- The Booking Fee amount is stipulated on the quote / via email.
- 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 calculated based on the services required at the time of booking. Should the Client amend their booking to include additional services, the Booking Fee may be adjusted accordingly, and the additional amount will need to be paid to reflect the changes. The total Booking Fee remains fully redeemable against the final balance.
- The Booking Fee is non-refundable upon cancellation of the booking **at any time**, except for the following:
  - For Booking Fee amounts exceeding £100, 50% of the Booking Fee will be refunded to the Client should they notify the Company of cancellation within the 48 hours after the Design Appointment, provided the Final Balance Payment Due Date has not yet passed.
  - The remaining 50% will be retained to cover administration services already rendered / the Agreed Artist reserving the Event Date and preventing further bookings being taken.
  - Once the Final Balance has become due (regardless of whether it has been paid), all payments made are non-refundable.
- The Booking Fee will not be refunded should the Client notify the Company later than 48 hours after the Design Appointment.
- The Booking Fee will not be refunded should the Client notify the Company prior to the Design Appointment.
- The Booking Fee is non-transferable to another Event date.

## 3.2.2. DESIGN APPOINTMENT FEE

- The Design Appointment Fees for both the bride and bridal party, including any travel Fees, are due 7 days prior to the agreed Design Appointment date.
- Design Appointment fees are non-refundable under any circumstances.
- Should the Client need to re-schedule the agreed Design Appointment date, the Company will allow one date change, thereafter an additional Design Appointment Fee will be invoiced to the Client.

## 3.2.3. FINAL BALANCE

- The final balance must be made and cleared 8 weeks prior to the Event date.
- The Booking Fee paid will be deducted from this payment.
- The final balance is non-refundable upon cancellation.
- The final balance is non-transferable to another Event date.

## **3.3. 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.

## 3.3.1. BOOKING FEE

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- The Booking Fee amount:
  - For bookings made with Lauren: £100
  - For bookings made with Team members will be stipulated on the quote / via email.
- 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-transferable to another Event date.

### 3.3.2. FINAL BALANCE

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

## 4. CANCELLATIONS

Once the Booking Fee has been paid by the Client, receipt will be confirmed by the Company and a booking form, including the Company's Terms and Conditions, will be issued. As wedding services are reserved for a specific date and time, the Client acknowledges that work begins immediately upon payment of the Booking Fee and that the statutory 14-day cooling-off period under consumer law does not apply. However, the Company offers a discretionary 7-day goodwill cooling-off period, during which the Client may cancel the booking and receive a full refund of the Booking Fee. After this period, the Client is deemed to have accepted the Terms and Conditions in full and enters into a binding contract with the Company.

### 4.1. CLIENT CANCELLATIONS

- The Client can cancel the Event at any time. All cancellations or changes to services 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:
  - 8 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).
- For any bookings confirmed after the Final Balance is due, i.e., 8 weeks prior to the wedding date / 4 weeks prior to the Event date for non-wedding bookings, all payments made are non-refundable.
- For Lauren Wedding Bookings:
  - The Booking Fee is non-refundable upon cancellation of the booking **at any time**, except for the following:
    - 50% of the Booking Fee will be refunded to the Client should they notify the Company of cancellation within 48 hours after the Design Appointment, provided the Final Balance Payment Due Date has not yet passed.
    - The remaining 50% will be retained to cover administration services already rendered / Lauren reserving the Event Date and preventing further bookings being taken.

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- Once the Final Balance has become due (regardless of whether it has been paid), all payments made are non-refundable.
- For Team Wedding Bookings:
  - The Booking Fee is non-refundable upon cancellation of the booking **at any time**, except for the following:
    - For Booking Fee amounts exceeding £100, 50% of the Booking Fee will be refunded to the Client should they notify the Company of cancellation within the 48 hours after the Design Appointment, provided the Final Balance Payment Due Date has not yet passed.
    - The remaining 50% will be retained to cover administration services already rendered / the Agreed Artist reserving the Event Date and preventing further bookings being taken.
    - Once the Final Balance has become due (regardless of whether it has been paid), all payments made are non-refundable.
- The Client can cancel a Design Appointment at any point; however, Design Appointment fees are non-refundable under any circumstances.
- Should the Client need to re-schedule the agreed Design Appointment date, the Company will allow **one date change**, thereafter an additional Design Appointment Fee will be invoiced to the Client. For changes to the Design Appointment date given less than 48 hours in advance, the full Design Appointment fee may still be charged, and a new Design Appointment fee may be invoiced to the Client to cover loss of income for the Agreed Artist reserving the date and preventing further bookings being taken.
- 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 FOR WEDDING BOOKINGS

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- Should the Client need to postpone / change date of booking / agreed upon date of service for the, the Company allows for **one date change only per booking** (subject to the Agreed Artist'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 8 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. If the Agreed Artist is not available for the new Event date, the Booking Fee will be retained. An additional Booking Fee payment will be required to secure a new artist for the new Event date.
- Terms of postponements:
  - Postponements will only be accepted should the new rescheduled date fall within the same calendar 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.
  - Any price increases applicable for the new Event date will be charged / added to the initial price quoted at the time of booking.

#### **4.4. POSTPONEMENTS OUT OF THE CLIENT / THE COMPANY'S CONTROL**

Should a wedding booking need to be postponed due to reasons out of the Client / the Company's control, such as government and regional lockdowns whereby the booking cannot be fulfilled by either party, the Company will allow for the booking be rescheduled to a new date (subject to the Agreed Artist's availability) and any fees paid will be transferred to the new Event date.

The new rescheduled date will need to be agreed by both the Client and the Agreed Artist on the booking. Should the Client confirm a new date for which the Agreed Artist does not have availability, the booking will be treated as a cancellation and any fees paid up to this point will not be refunded.

## **5. BOOKING CHANGES**

Notification should be given of any changes to the booking and Design Appointment 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 DESIGN APPOINTMENT DATE**

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Should the Client need to re-schedule the agreed Design Appointment date, the Company will allow **one date change**, thereafter an additional Design Appointment Fee will be invoiced to the Client. An alternative date will be approved between the Client and Agreed Artist

If notice for a change of Design Appointment date is given by the Client less than 48 hours before the agreed date, the Client will incur the full Fee for the Design Appointment service(s) to cover the lost appointment. A new Design Appointment payment will be due to secure a further date with the Agreed Artist.

Should a Design Appointment 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 DESIGN APPOINTMENT NUMBERS**

Notice of any changes to bridal party Design Appointment services should be given by the Client to the Agreed Artist **ASAP**. If the bridal party Design Appointment service/s are no longer required and the Design Appointment invoice is due/past due, the Client will forfeit the full cost of the service and no refund will be offered.

## **5.3. CHANGE OF WEDDING DATE**

*Please see 4.3 – Client Postponements.*

## **5.4. CHANGE TO WEDDING DAY NUMBERS**

All wedding day services are to be confirmed and finalised **7 days** after the Design Appointment. 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.

The Company will need to be informed of any changes to services in writing via email. Should the Client not inform The Company of any changes within **7 days** after the Design Appointment, services will be invoiced as per the initial accepted quote.

Wedding day numbers/services can be changed prior to **7 days** after the Design Appointment; however, the following will apply:

- Changes to services will need to meet minimum booking requirements.
- Changes to services should not exceed a 30% reduction from the originally quoted and accepted services.
- If changes result in an Additional Artist no longer being required on a booking, the Company requires **12 weeks'** notice. Thereafter the Additional Artist Fee will still be charged to cover loss of earnings for the Additional Artist reserving the Event date.
- If changes result in an Additional Artist now being required on the booking, this is subject to the Agreed Artist confirming an Additional Artist's availability for the Event date.

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Should the Client not have completed the Design Appointment prior to when the Final Balance is due, services cannot be reduced after **8 weeks** prior to the Event date.

## 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 £0.50 per mile if the journey exceeds a 20-mile radius from the Agreed Artist's home.
- The Client is responsible for paying any congestion, toll, and parking charges where necessary and will be quoted accordingly.
- Public Transport (Central London)
  - For bookings with Lauren, no additional travel fees will apply for travel within Zones 1-4 when public transport is used. For travel outside Zone 4, the cost of a day travel card will be charged to the Client.
  - For bookings with Team members, public transport charges within central London will vary by artist and will be quoted during the booking process.
- 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 final balance. Travel fare may vary from the initial quotation (e.g. fare increases or additional taxis/transport required on the day).
- 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.
- In the event of a planned rail or tube strike or any unforeseen travel disruption, the Agreed Artist may need to use alternative travel methods such as taxis, driving, or other forms of transportation to reach the Event location. Any additional costs incurred as a result, including but not limited to taxi fares, fuel costs, parking fees, and congestion charges, will be the responsibility of the Client. These costs will be communicated to the Client as soon as possible and added to the final balance.

## 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 £200 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.

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- 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 lead artist on the booking.
- A subsistence supplement Fee of £50 per day will be added to each day the artist/s are away due to the destination booking.
- All destination wedding bookings will have a minimum booking requirement on the wedding day of bride plus two other adults for both hair and makeup (or the monetary equivalent of).

## 8. BRIDAL DESIGN APPOINTMENT BOOKINGS

The Design Appointment forms part of the Bridal Experience and is intended to refine and confirm the Client's chosen bridal hair and makeup look ahead of the Event date.

- Design Appointment bookings are recommended to be scheduled 3 – 6 months in advance of the Event date.
- Design Appointments booked with Lauren
  - Design Appointments are available Tuesdays and Wednesdays at 10:00am or 2:30pm, with limited availability on Mondays and Thursdays by request.
  - Fridays through Sundays are reserved exclusively for wedding bookings
  - All Design Appointments are held at Lauren's home studio in Wandsworth Common (SW17).
  - Design Appointments requested at an alternative location may be considered by request and will incur an additional fee, plus any applicable travel expenses.
- Design Appointments booked with Team members
  - Design Appointment are scheduled in line with the Agreed Artist's availability, typically Monday – Thursday (excluding bank holidays) during daytime hours.
  - Friday, weekend, or evening appointments are not guaranteed, subject to the artist's discretion, and may incur an additional fee.
  - Design Appointments may take place either at the Client's home or the artist's home studio. Where an artist requires clients to attend their home studio, this will be confirmed during the booking process.
  - Additional travel, congestion, toll, or parking charges may apply where relevant.
- Bridal Party Design Appointments
  - Bridal party Design Appointments booked on the same day as the Bride's Design Appointment will be charged at the discounted bridal party Design Appointment rate.
  - Bridal party Design Appointments booked on a separate date will be charged at the full bridal Design Appointment rate, and additional travel charges may apply.
- Design Appointment Duration & Additional Design Appointments
  - Bridal Design Appointments typically last:
    - Up to 2 hours for hair or makeup only
    - 3-4 hours for combined hair and makeup
  - The maximum time allocated for any Design Appointment is:
    - 2.5 hours for hair or makeup only
    - 4.5 hours for combined hair and makeup
  - Should additional time be required beyond these limits, a repeat Design Appointment must be booked and paid for in full.
  - If the Client requires a second Design Appointment, the full Design Appointment fee will apply.

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- If the Client requires two different looks for the Event day, an extended Design Appointment will be required and charged accordingly.

## 9. SPECIAL REQUIREMENTS & ADDITIONAL INFORMATION

- ACCOMMODATION

Overnight accommodation may be required should travel exceed 1.5 hours (3 hours round trip) from the Agreed Artist's home to the booking address. This will 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.

Where two artists require accommodation, room requirements will depend on the Agreed Artist(s) allocated to the booking. In some cases, a single twin room may be sufficient; however, some artists or assistants may require individual rooms. Whether one or two rooms are required will be confirmed once artists have been assigned and their preferences established. The Client agrees to cover the cost of the required accommodation.

Accommodation prices may vary from the initial quotation (e.g. due to availability or rate increases).

- 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 £150 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 Bride and Bridal Party makeup services, there is no reduction in price for any makeup service if they are declined.

- FLOWER GIRLS & JUNIOR BRIDESMAIDS

Flower girl and junior bridesmaid services are subject to their age and time allocations. The junior bridesmaid service is designed for young bridesmaids aged 10-15 and includes simple hair styling and light makeup, with a time limit of 45 minutes for both. For flower girls (under 10 years old), simple hairstyles like curls or braids are provided, with a time limit of 25 minutes. Bridesmaids aged 16 and over are considered adults and will be charged the full rate for hair and/or makeup services.

- 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. If clip in hair extension application is required, the Client must inform the Agreed Artist in advance of the Event date as increased timings may apply.

- SPLIT LOCATIONS / LATE VENUE ENTRY TIMES

If preparation is split between two locations or if the venue has a late entry time requiring the artist to start at one location and finish at another, a change of location fee of £50 will be charged to cover additional time and travel. Any additional artists booked will also incur a £50 fee per artist. It is the Client's responsibility to arrange suitable accommodation near the venue if necessary, to accommodate the artist's services.

## 10. MINIMUM BOOKING REQUIREMENTS

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- 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:
  - Fridays, Saturdays and Sundays in May – October
  - Easter weekend
  - All UK Bank Holidays
  - Christmas through New Year (24<sup>th</sup> December – 1<sup>st</sup> January)
- 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 Client acknowledges that all tools and products are used in accordance with professional standards and hygiene practices.
- 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, with no refunds applicable.
- 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 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. Delays may result in the Artist being unable to provide the agreed services within the allotted time, with no refunds applicable.
- For Health & Safety reasons, the Client accepts that the Agreed Artist cannot carry out services to any person that has nits/lice, cold sores, or eye infections, etc. For services that cannot be carried out for these reasons, no refunds will apply. The service/s can however be transferred to another member of the bridal party.

### 11.2. COMPANY'S RESPONSIBILITY

# LAUREN

WEDDING HAIR & MAKEUP

- 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 at the Design Appointment to be used as a reference.
- Photos taken at the Design Appointment 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.