



## **STANDARD BUSINESS TERMS, CONDITIONS, & POLICIES**

Here's a comprehensive guide to my Terms of Business. Please take the time to read through this section.

### **Definitions:**

Natalie Mason of Max It Up Bridal Hair & Extensions is known as "The Technician".

### **BOOKING FEES**

Most businesses now take a non refundable booking fee.

The reason it is non-refundable is because of the nature of the business - It is very hard to fill slots at short notice, so I take a booking fee to ensure you are serious about keeping your appointment, and to cover lost revenue if you fail to keep your appointment, which I will not be able to fill at short notice. Please refer to each individual service for Booking Fee Terms.

All booking fees will be deducted from your final balance if you keep to your appointment (see below for full policy), it is not a fee I keep unless you fail to keep your appointment.

Booking fees are deducted from the total cost of your chosen service. If you keep to your appointment, you will not lose your booking fee.

Booking Fees can be paid via BACS, Debit/Credit Card, or cash.

### **HAIR EXTENSIONS**

- Free Consultation - This is a FREE service, but in order to secure your appointment, a £10 booking fee is required. This can either be used against the total amount due, or refunded to you at consultation if you either A) You are not suitable for hair extensions (which I will advise), or B) You do not wish to go ahead with hair extensions.
- If you wish to go ahead, and I can see you are suitable for hair extensions, a further booking fee is due at consultation, this is for the cost of the hair and 50% of the fitting price. The remaining 50% (minus £10 booking fee paid) can be paid on the day by cash, or two working days before if by BACS to ensure clearance.
- I will order extension hair once payment has cleared if BACS, immediately if cash.
- If you cancel your appointment before I place the order your booking fee will be returned to you, minus 50% admin fees.
- If you cancel after I have placed the order, I will have to deduct the cost of return postage & packing to supplier & 50% admin fees, and will refund you the remaining amount.
- If you cancel with less than 14 days to go to your appointment date, then I am afraid all booking fees are non-refundable, as I won't be able to return the hair to the supplier. **The hair will be your property** for you to collect from me within 28 days. If you fail to collect the hair within this time it will be disposed of.

### **Re final/balance payments (due on or before fitting date, depending on payment method):**

- If paying balance by cash, this can be paid on the fitting day.
- If paying by BACS, this must be paid at least two days before, to ensure full clearance. If it doesn't clear, then your fitting date will be delayed or cancelled.
- If you wish for me to order additional hair for you, I will require payment in full, and cleared, before I can place the order for you.

### **WEDDING / BRIDAL HAIR & SPECIAL OCCASION HAIR**

### **Definitions:**

Natalie of Max It Up Bridal Hair & Extensions is known as "The Technician".

When I refer to 'Wedding Date' below, this also applies to Special Occasion dates too.

By booking with Max It Up Bridal Hair & Extensions, you agree that you and all members of your wedding or special occasion party, having their hair styled by the Technician, are covered by the following terms and conditions:

- An initial £75 (or £20 for single person - special occasion hair) non-refundable booking fee is required to hold both the trial date and the wedding date in the Technician's diary. This will be deducted from your wedding day hair costs.
- Once your booking is confirmed via final confirmation email sent by Max It Up, your wedding date is secured in the Technician's diary until two days after the agreed trial date.
- Hair trial payment must be paid in full on the day if by cash, or at least two working days before if by BACS to ensure clearance. If it doesn't clear, then your appointment date will be delayed or cancelled.

- Once a successful trial is completed, a further booking fee is required to hold the date of your wedding in the Technician's diary. The booking fee is 50% of the total cost of your wedding day hair, including all members of your bridal party and/or others on the booking. This booking fee is to be paid at the trial or within two days after your trial, or the wedding date will no longer be secured in the Technician's diary.
- Please note - Your date(s) are not secured in the Technician's diary until the booking fee is paid. If someone else asks for the same date, I will contact you. If the booking fee is still not paid, the date will be released.
- The remaining 50% outstanding (along with any other costs) is to be paid either by cash or BACS a minimum of four weeks before your wedding day. This can be paid at any time up to four weeks before your wedding day, it's one less thing to think about on your day.
- If no trial is being held, then a 50% booking fee of the agreed total cost of your wedding day hair is to be sent within seven days of the booking being confirmed by email. Final payment is to be made at least four weeks before your wedding day. Final payment can be made at any time as long as it is paid in full at least four weeks before your wedding day.
- The wedding day booking fee is non-refundable for all cancellations both individually or as a whole booking. This is because, due to the nature of the business, it is very difficult, if not impossible, to fill the allocated date/time slot(s) at short notice. This includes all members of the bridal party who no longer wish to have their hair styled on your wedding day.
- There is a minimum booking of £250 in total (excluding trials) for all weddings. This cost (as per my website [www.maxituphairandbeauty.co.uk](http://www.maxituphairandbeauty.co.uk)) is to be met even if the number of people can not be.
- Work will not commence on your wedding day unless all balances have been paid in full.
- In the unlikely event that the Technician has to cancel an appointment, a full refund (minus any trial costs if already taken place) will be given and attempts to source an alternative technician will be made for you.
- If you move your wedding date and I am not available on your new date, I cannot refund your booking fee due to loss of revenue as it is almost impossible to fill slots at short notice, with brides usually booking at least a year in advance.
- If your party is large, or I am not given enough time to style the amount of people who require styling, I will bring in another stylist to help to ensure you are ready in good time. I only work with trusted stylists whose work is of the highest calibre. If an additional stylist is required, there will be an extra charge of £100 per stylist to cover travel, and all other expenses.
- If you need me to move to venue mid-styling, there is a charge for this. This is because it takes up valuable time that could be used to style. If I need to start styling early for instance at your home or any other place, and you then need me to move to the venue with you to carry on styling there, there will be a charge for this of £35 per hour. This is to cover the loss of styling time, as I need to pack up, travel to the venue, and set back up again, all of which eats in to styling time, and is time I could be spent working. This charge is per stylist, so if I need to bring in another stylist to assist (see above), then it is £35 per hour, per stylist.
- If you require a 'Day to Night' style change, and need me to stay (for instance, if your wedding venue is too far for me to travel back to, so it is better for me to wait nearby for you),
- I can provide tailored POA quotes specific for you. This will include the cost of the restyle, and the hours I am waiting between finishing the style(s) for your wedding, up to the start of the restyle. If I can travel home and back to you, prices will include cost of travel and time travelling, as well as the restyle.
- If your wedding party is large, your ceremony is early, or the venue is far from me, then I may need to stay in a hotel near the venue the night before to ensure you are ready in good time. In this instance, this cost will be added to the total amount due, payable along with the balance four weeks before the wedding day.
- Any other costs, for instance, travel costs, toll charges, parking costs near venue, etc., will be added to your final bill, payable four weeks before your wedding.
- Any changes or additions to the bridal party need to be communicated in writing to [info@maxituphairandbeauty.co.uk](mailto:info@maxituphairandbeauty.co.uk) no later than one calendar month prior to the wedding date.
- The Technician reserves the right to refuse/cancel a booking if payment does not clear in the bank, the correct information is not given by the client at time of booking, contact cannot be made, booking fee is not paid within two days after trial, and in the case of no trial being held, if the booking fee is not received within seven days of booking confirmation.
- Every effort is made during the consultation process, and trial, to agree an overall style and ensure that there are no reactions to products used by the Technician. The Technician therefore accepts no liability for any reaction caused to the client. As every effort is made during the consultation process to agree a style for the trial and wedding day, the Technician accepts no responsibility or liability for the outcome of any style changes made on the trial or wedding day or condition of the hair caused by products used by the client previous to the Technician styling the hair on the trial or wedding day.
- The Technician reserves the right to refuse to style if hair is damaged. If hair has been damaged either before a trial, or in between the trial and wedding, then the Technician can refuse to style hair, as this could potentially cause further damage.
- Clip in hair extensions are usually needed for bridal hairstyles. It is the your responsibility to provide these at both trial and on your wedding day if you need them, or if the style you want requires them for the desired look to be achieved. The type of hair extensions to be purchased by the client will be discussed at consultation.
- You agree that the Technician can photograph you and your hair, and everyone who is having their hair styled, at trial and/or on your wedding day, and that the Technician can use these photographs on their website, social media, and anywhere else deemed fit, purely for purpose of business.
- Information collected from you, the client (including all members of your wedding party or group) will be stored safely, and is used purely to carry out your instructions and action your payments. There are no circumstances under which this information might be passed to a third party. All records are destroyed within a set time frame as set out by law. Please see my website [www.maxituphairandbeauty.co.uk](http://www.maxituphairandbeauty.co.uk) for details.

#### COVID-19 Special Clauses:

##### Wedding Cancellations due to COVID-19:

- If weddings are not **legally** allowed to go ahead due to COVID-19 and you therefore have to cancel your wedding, you can transfer your booking fee to a new date in the future.
- If weddings **can legally** go ahead, but you make the decision to cancel or move your wedding to a future date, which I am unable to do, for any other reason other than stated above, you will not be entitled to any refund of booking fees.
- If you move your wedding to a date in the same year, the cost of my services will remain the same.
- If you move your wedding to a future year, that year's prices will be applicable, so any difference in price quoted initially will obviously increase in line with the prices for the year you move your new date to.

##### Wedding Date Changes due to COVID-19:

- If you have to change your wedding date, I will honour one date change without your booking fee being affected.
- If you decide to change your date a second time, you will not be entitled to a refund of your original booking fee. Furthermore, you will need to pay a second non-refundable booking fee of £75 to secure your new date.
- If you move your wedding to a date in the same year, the cost of my services will remain the same.
- If you move your wedding to a future year, that year's prices will be applicable, so any difference in price quoted initially will obviously increase in line with the prices for the year you move your new date to.

These special COVID-19 clauses are not only help you in the capacity I can, but also to protect my business against losses for your cancelled dates, as it is almost impossible to fill a wedding date with any less than one year's notice.

### **LATE ARRIVAL POLICY**

- If you are to be late by up to 10 minutes, a quick call to 07775 066136 would be much appreciated, thank you.
- If you are to be 15 minutes or more late, then I am afraid your appointment will have to be rearranged for another date. I simply cannot work with a schedule if people are habitually late. It holds up the rest of the day, and can cause problems for clients who are booked in later.
- If you are to be more than 15 minutes late, please do not turn up as I will not be able to fit you in. Please call to rearrange. (Please see above re loss of booking fees).
- 'No Shows' - Unless I am contacted at the very earliest convenience - At least 14 days prior to your appointment date for single bookings (or 12 months for group bookings), then I cannot book a client back in without payment in full for the chosen treatment(s) at time of rebooking. Any booking fees already paid are non-refundable.

### **CANCELLATIONS POLICY**

- Cancelled appointments, and 'no shows' are something I try to avoid at all costs.
- If you need to cancel your appointment, whether it be a consultation, hair extension fitting, or special occasion hair, then please give me as much notice as possible, preferably more than 14 days, or 12 months for a group booking, so that I have a chance to offer the appointment to someone else.
- Please telephone rather than send a Facebook message or text, as these can be missed, or arrive late. It is vital you call me please.
- If you fail to arrive, you will be charged for the full amount of what the appointment would have cost.
- More than one cancelled appointment will require payment in full for your chosen treatment, at time of booking. If payment is not received in full within two days of booking, I can not hold an appointment for a client who repeatedly cancels appointments. If you cancel more than two times in a row, then I am afraid I will no longer be able to take advance bookings from you, unless you pay in advance for your appointment.

### **PHOTOGRAPHY & PRIVACY**

- You agree that the Technician can photograph you and your wedding / special occasion hair, or hair extensions, and everyone who is having their hair styled, and that the Technician can use these photographs on their website, social media, and anywhere else deemed fit, purely for purpose of business.
- Information collected from you, the client (including all members of your wedding party or group) will be stored safely, and is used purely to carry out your instructions and action your payments. There are no circumstances under which this information might be passed to a third party. All records are destroyed within a set time frame as set out by law. Please see my website [www.maxituphairandbeauty.co.uk](http://www.maxituphairandbeauty.co.uk) for details.

### **GIFT VOUCHERS**

- Must be used by the expiry date.
- Can be transferred as long as I am advised in advance.
- To be used against services and/or products from MIU only.
- Cannot be exchanged for monetary value.
- Any remaining value on your Gift Voucher can be carried forward, and used before the expiry date.
- If your treatment(s) are valued higher than the Gift Voucher(s), you can pay the rest at the time of your appointment.
- If there is a balance left on your Gift Voucher, you can carry it forward to use at a future appointment, but before the expiry date.
- Gift Vouchers are non refundable.
- See T&C's re cancellations and missed appointments - These terms apply to ALL appointments, and this includes ones booked with Gift Vouchers.

### **OFFERS AND PROMOTIONS**

- Only one per person (one service per person - though one person can have more than one service if it is different, and included in the promotion).
- Cannot be used in conjunction with any other offers.
- Must be used by expiry date.
- Must be booked and non refundable booking fee paid at time of, or within 48 hours of booking - Please refer to section above re bookings.
- See T&C's re cancellations and missed appointments - These terms apply to ALL appointments, and this includes ones booked with Promotions.
- Offers do not apply to maintenance or refit appointments - Only to new hair extension fitting, or wedding & special occasion hair.
- MIU reserves the right to revoke, at their discretion, and without reason, any offer at any time.

### **COMPETITIONS**

- Cannot be used in conjunction with any other offers.
- Prizes must be claimed within seven days of the competition ending. It is not up to MIU to chase competition winners. Although I will attempt contact, I will not chase you. If you are a winner, it is your responsibility to contact me to claim the prize and book in.
- Prizes cannot be transferred, except with the express agreement of MIU.
- By entering a competition, you are agreeing that I can share your name and any photography, on my website, social media platforms, and wherever deemed fit for purpose of business only.
- The prize is as described, and cannot be exchanged for anything else, including monetary value.
- The prize must be 'taken / used' by the date specified in the competition.
- If you fail to book in within seven days of Competition ending, you will lose the prize, and the prize draw will be drawn again, and offered to the next person chosen at random. If the next winner does not book in within mandatory seven days thereafter, the prize will be withdrawn totally.

### **DATA PROTECTION**

- By law I have to keep records of your services and treatments, and this includes personal data. This is stored extremely securely and is not visible to anyone other than myself at any time. I have to keep these records for six years, after which time, if you are no longer a client, your personal data will be destroyed.
- Records will be automatically deleted at the six year point after your last treatment.