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MINXIES

TERMS & CONDITIONS

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Please read the following Terms & Conditions carefully.

The named person on the booking form (the "client") is responsible for understanding, agreeing to, and accepting all booking conditions, including all payments due by specified dates.

By paying a deposit, you are entering into a legally binding contract and agree to be bound by these Terms & Conditions.

Booking Requirements

At the time of booking, an estimated number of services will be agreed.

Final numbers and services can be adjusted up to **1 month prior to the wedding date**.

After this time, the agreed numbers will be considered final and **the full balance will be payable**, regardless of any reductions.

We will always do our best to accommodate additional services; however, this is subject to availability and cannot be guaranteed.

Deposits & Payments

A **non-refundable, non-transferable £75 deposit** is required to secure any booking. This deposit is deducted from the **trial balance**.

Wedding Trial

- A **20% deposit** is required to secure your trial date
- Full payment for your trial is due **1 month prior to the trial date**

Wedding Day Booking

- A **20% deposit** is required to secure your wedding date (following your trial)
- Full payment for the wedding day is due **1 month prior to the wedding date**

All invoices are itemised and must be checked by the client.

We do not accept cash payments under any circumstances. All payments must be made via the methods stated on your invoice.

Failure to make payments by the due date may result in **cancellation of services**, and the full balance will still remain payable.

Trials

Trials take place at the client's home or chosen venue.

Trials are strongly recommended for all members of the bridal party. Without a trial, we cannot guarantee the desired result and **no responsibility or refunds will be accepted** if expectations are not met on the wedding day.

Trial Cancellations & Changes

- A minimum of **72 hours' notice** is required to cancel or reschedule a trial
- If less than 72 hours' notice is given, the trial will be **fully chargeable**
- A new trial booking will also need to be **paid for in full**

We reserve the right to cancel a booking following a trial (without refund of deposit) if there is a mismatch in expectations, style, or if any member of our team feels uncomfortable.

If you are unhappy with your trial, you must contact us immediately so we can attempt to resolve the issue. Any refunds, retrials or adjustments are at our discretion.

Changes & Cancellations

All communication must be made directly by the **lead booker**.

Changes to Booking

- Additional people/services can only be added if time allows
- No additional services will be accepted on the day without prior agreement

Reducing Services / Final Numbers

- A minimum of **1 month's notice** is required to reduce numbers or services
- After this time, the **full amount remains payable**

Full Cancellation

- A minimum of **1 month's notice** is required to cancel the booking
- After this time, the **full balance will still be payable**
- All deposits are **non-refundable**

Failure to make payment may result in **legal action to recover losses**.

Travel Expenses (Trial & Wedding Day)

Travel is included for the first **10 miles from CF10 postcode** for all bookings.

Additional mileage will be charged at **£0.75 per mile (round journey)**.

Where travel on the day is not practical (e.g. early start times or severe weather conditions), the client will be responsible for covering **hotel accommodation costs**.

Any changes to locations or rooms on the wedding morning may incur additional charges.

If We Cancel or Amend Your Booking

In the unlikely event that we are unable to attend due to unforeseen circumstances:

- A **full refund (including deposits)** will be issued
- We will assist in finding an alternative artist where possible, but this remains the client's responsibility

If a team member is unavailable:

- A replacement will be arranged where possible
- If not, adjustments (e.g. earlier start time or reduced services) may be required
- Refunds will only apply to services not carried out

No further compensation will be offered.

If a team member experiences **abusive, unsafe, or inappropriate behaviour**, we reserve the right to cancel the booking immediately with **no refund**.

In the event of a **Met Office Red Weather Warning**, we reserve the right to cancel bookings. Refunds will be issued excluding trial costs and deposits.

Delays on the Day

We are not responsible for delays caused by:

- Other suppliers
- Guests
- Members of the bridal party
- External factors outside of our control

No refunds or compensation will be given in these circumstances.

A minimum of **45 minutes per person** is allocated for services. Delays caused by unprepared clients may impact the schedule.

Client Responsibilities

The client must ensure:

- A suitable working environment with **adequate lighting, electricity, and space**
- All members of the party are **ready and available on time**

Hair & Makeup Preparation

- Hair must be **clean, completely dry, and free from product** before your scheduled appointment time
- We recommend washing hair the night before and avoiding heavy conditioners

If any member of the party has wet or damp hair on arrival, we will not be responsible for drying it, and this may result in delays or services being reduced. No refunds or compensation will be given in these circumstances.

- Skin must be **clean and makeup-free** prior to application

Clients must inform us of any **allergies or sensitivities** in advance.

We are not liable for any reactions where no prior information has been provided.

For safety:

- Children must be supervised at all times
- Hot tools must not be interfered with

Photography & Marketing

We may take photographs for portfolio and marketing purposes.

If you do not wish to be photographed, please inform us in advance.

Any images shared publicly featuring our work must **credit Minxies** as the hair and/or makeup artist.

Final Notes

By proceeding with your booking, you confirm that you have read, understood, and agreed to these Terms & Conditions.

SIGNED: DATE:

PRINTED NAME: