

MINXIES

TERMS & CONDITIONS

It is the responsibility of the named person on the booking form to understand, agree, and accept responsibility for all booking conditions, including all payments due by specified dates. By proceeding to pay a deposit or payment in full, you accept that you are entering into a contract and you agree to be bound by these conditions.

MINIMUM BOOKING - Our hair and makeup packages, as specified at the time of initial enquiry, are non-negotiable and the package price will still be charged if not all services outlined in the package are required, or cancellations are made at a later date.

TRAVEL EXPENSES – Travel expenses are included for the first 10 miles from Cardiff (CF10 Postcode). Additional mileage will be charged at 0.45p per mile for the return journey. You will be expected to cover all costs for hotel accommodation where it is not practical to travel on the day of your appointment i.e. limited time available, or severe weather conditions have been forecast.

DEPOSITS AND PAYMENTS - Immediate payment of a non-refundable, and non-transferrable, deposit is required before a date will be held. This will be 20% of the final amount on your invoice. Any deposit paid is deducted from the final balance and is not an upfront payment for your booking. Full amount on your invoice will be due 10 business days before your appointment or at your earliest convenience if made within 10 days of the appointment. Should no payment be received we have the right to cancel all services for your appointment date and all fees will still be payable.

IF YOU CANCEL OR CHANGE YOUR BOOKING - All contact, whether it be general enquiries or changes to a booking, must be from the client only. Changes to your booking by adding another person onto your original booking can only be accepted if time/resources allow on your appointment date and we will require prior notice and payment due at the specified time. Adding extra people on the day, without prior warning, may jeopardize the quality of our work or delay in finishing time. You are required to give a minimum of 10 days notice should you wish to reduce numbers or services booked on your appointment date. After such time the full amount for services cancelled will still be payable. All payments are the responsibility of the client. In the unfortunate event that you have to cancel your booking completely we require a minimum of 10 days notice. After such time the full amount will still be payable by the specified date. Deposits are non refundable. Should no payment be received we will proceed with legal action to recover losses.

IF WE CANCEL OR CHANGE YOUR BOOKING - In the unlikely event that we, as a team, cannot attend on the day of your appointment date to unforeseen and unfortunate events or circumstances, all payments will be immediately refunded (including deposits). We will work with you to find an alternative reputable stylist/artist or salon to cater for your requirements however; any such booking will remain solely the responsibility of yourself. If one of our team is unable to attend on the day, due to illness or unforeseen circumstances, we will immediately try to find an alternative freelance stylist/artist to stand in. If this is not possible we will ask for an earlier start time to accommodate original numbers, or will refund services, which are forfeited in part, or altogether, as a result. No further compensation will be offered.

If a member of our team is made to feel uncomfortable in anyway, or mistreated, or if anyone becomes abusive/violent or displays any offensive behaviour, we have the right to cancel the contract without refund. In the event of extreme weather conditions where the 'Met office' has

issued a 'Red' warning, we reserve the right to cancel your booking. We will refund all monies as a gesture of goodwill, excluding trial costs and deposit.

IN THE EVENT OF DELAYS EXPERIENCED ON THE DAY - If we experience unforeseen delays which are out of our control refunds will not be given in the event that one or more services are forfeited as a result and no compensation will be offered if we overrun. If you are aware of factors, which could delay or hinder our journey, such as diversions, road closures, speed restrictions, match days, market days, satnav issues etc. please advise us as soon as possible so we can factor this into our route. A minimum of 45 minutes will be allocated for hair or makeup application per person.

CLIENT OBLIGATIONS - You must ensure that our team will be working in a suitable environment with adequate lighting, electricity points, and hand washing facilities. Please ensure every member of your party is aware of timings on the day and that they need to be, and remain, available. You are to inform us of any allergies or reactions prior to, or after, any makeup application or hair styling. If no known allergies are stated we cannot be held liable for any reactions, injuries, losses, damage, costs, claims and actions that may occur to you or any other member of your party. Prior to having makeup applied or hair styled please ensure you and your party are prepared, to avoid leaving the chair whilst we are working. Please ensure teeth are cleaned, you have been to the toilet and contact lenses are applied (if applicable), before sitting in the chair. Also make sure you are make-up free, (we will prep your skin.) Please ensure hair is clean, completely dry, and free from product. We advise washing the night before and avoiding heavy conditioners. If any of your party have wet hair they will be expected to dry it thoroughly before we start. Please do not eat or speak on your mobile phone during makeup application. Please do not sit children/babies on your lap whilst having your hair styled or make-up applied. For their own safety please ensure that children are kept away from our styling tools and products at all times. Styling irons are extremely hot, and hazardous, and we will not be held responsible if a child is injured as a result of the parent or carer not being present.

PHOTOGRAPHY & IMAGE COPYRIGHT - It is imperative that we continue to update our portfolio and demonstrate our work to future prospective clients. Please let us know in advance if you do not wish to be photographed or if you are not happy for us to use your images for marketing purposes. We refrain from asking for 'before & after' photos but are very grateful for volunteers. We are happy to be photographed on your appointment however, any photo image incorporating our team in action, or our hair and/or make-up design, on the internet or on any other advertisement, must make reference or credit us as the hair and/or makeup artists.

Thank you for your understanding and cooperation. If you have any further questions please contact us.