

Hair By Zoë

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www.hairbyzoe.co.uk

Terms and conditions

1. By booking with Hair by Zoë, you agree that you and all the members of your wedding party, having their hair styled by Hair by Zoë, are covered by the following terms and conditions.
2. Once you have confirmed your trial booking with Hair by Zoë a non-refundable booking fee of £30 is required to secure your trial date and this will come off your final trial payment. If you cancel a trial , 48 hours notice must be given(non re-fundable), if you need to re-book your trial your booking fee will be carried over. If a further trial is requested as to change of mind the same costs and procedure are as above.
3. Once a booking fee is received, your wedding trial/day prices are fixed according to your booking invoice.
4. Once you are happy with your hair trial, £50 booking fee is required at your trial to secure your wedding date, also non-refundable. (this will come off your final wedding day payment).
5. Booking fee's are non-refundable, this is due to the nature of the business as it is difficult to fill the allocated time slot(s) at short notice. Hair by Zoë may choose to refund a bride in exceptional circumstances, but this is at their discretion.
6. You will need to confirm party members no later than 1 week after your trial, this is to ensure assistants can be booked with plenty of notice.

Once you have confirmed you will be invoiced 50% of the final balance. This is also non-refundable.

The remaining balance is required 4 weeks before the wedding date, (non-refundable)

7. Hair by Zoë reserves the right to bring an assistant on the day of the wedding if the party is more than 4 people having their hair done. Most venues have time restrictions as to when we can enter the venue or having to move to another room or if the ceremony is at an earlier time. This will be confirmed at the point of the booking, at your trial or when the party size is confirmed. There is a charge of £30.
8. If no trial is being held a £100 booking fee is required to secure the wedding date. This is to take in extra time needed to perfect the look without a previous trial run. After booking has all been confirmed the final payment is due 4 weeks prior to wedding date and the £100 booking fee will be deducted from the final payment.
9. Last minute wedding bookings booked only 2 months before date Full payment is required with or without trial.
10. In an unlikely event that Hair by Zoë has to cancel an appointment a full deposit refund will be made to the client and an alternative technician will be sourced where needed.
11. Hair by Zoë reserves the right to refuse/ cancel a booking if payment does not clear in the bank and the correct information is not given by the client at the time of the booking, and in the case of no trial being held if the booking fee is not received within 7 days of the booking confirmation. All effort will be made to contact you before another booking is taken or the date has been cancelled.
12. Every effort is made during the consultation process and trial to agree an overall effect and to ensure there are no reactions to any products used and accepts no liability.

13. Information collected from you and your party will be stored safely and used purely to carry out your instructions. There are in no circumstances under which this information will be passed to a third party without your prior agreement. All photos of hair will not be taken or shown unless agreed by you and your party.
14. As to agreement on the photos to be shown please could you read the privacy policy.
15. Terms and conditions are subject to change without notice.