

L.A. Styling Terms & Conditions:

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Hair/makeup Consultations:

- A trial/consultation with myself Lee Ann will be held at my place of work, which is in Deal, Kent. This venue is excellent for space for group bookings and has a wide range of equipment! If this is difficult for you, we can discuss alternative arrangements.
- Bridal/hair or 'in-salon' consultations are not carried out on Sundays, Bank Holidays or in the month of December.
- All tools and equipment are fully sterilised prior to/during and after each consultation carried out by Lee Ann.
- If a technical service in which chemicals are applied to a client's skin, a patch test is required 48 hours prior to service. If a client declines a patch test, this service will be declined.
- Clients will be requested at technical consultation to complete a record card in which information such as contact details, and hair/skin test conducted will be taken, this will be signed by both parties. All client information is kept confidential.
- If on an occasion an infection/infestation is noticed on the hair or scalp during the consultation, a client's service will be postponed or stopped to seek medical advice or treatment by a physician.
- Any person/s seeking a technical service under the age of sixteen will need to seek parental consent.

Client Responsibilities:

- For any products that the client supplies; Lee Ann Grevatt will not take any responsibility for the process/outcome.
- Lee Ann (L.A. Styling) must be made aware of any allergies or medication that a client has during the consultation; in this case, a patch or strand test may be required or alternative products may be used. This is extremely important as this could affect the service. If in the rare occasion that an infection is noticed; a client's hair/makeup service will not proceed. This must be made aware before a client's service has taken place.

The client agrees to release Lee Ann Grevatt (L.A. Styling) from any liability for any skin/scalp complications due to an allergic reaction.

Travel:

- When travelling to a venue, the first 10miles are included in an appointment. For distances over this will be an addition of 45p per mile.
- Parking/public transport/congestion/Toll charges or Dart charges will be payable to the client.

Payment Requirements:

In-Salon Services:

- All 'In- salon services must be paid on the day by Cash, BACS, or Credit/Debit Card.
- On rare occasions, some services may need to pay a non-refundable deposit, which will be discussed on booking.
- New clients who book at L.A. Styling may be asked for a non-refundable deposit, this will be discussed in the consultation.
- All non-refundable deposits have to be paid up to 7 days before service is carried out (Lee Ann Grevatt discretion) and the remainder of the service price on the day. If the non-refundable deposit has not been received; the service will be terminated and the client will be contacted accordingly.
- Bookings that already have a non – refundable deposit can change up to 48hours before the appointment and the deposit will be carried across but will be lost if under 48 hours stated or cancellation of booking occurs.
- All bookings that need to be changed that do not have a non-refundable deposit will need up to 48 hours' notice, charges may apply but on the desecration of Lee Ann Grevatt (L.A.Styling).

Cutting & Colouring Discount Loyalty cards

- Cutting and colouring discount loyalty cards can only be used by the individual stated on the card. Discount Loyalty cards cannot be given to any other family member or individual. Any service that proceeds over the expiry date will not be valid. It is the client's responsibility to produce their discount card on payment and L.A.Styling does not reserve the right to back-date services.

Bridal/Special Occasion Hair & Makeup

- Bridal/special occasion hair or makeup consultations must be paid on the day by Debit/Credit Card, BACS or cash.
- A non-refundable deposit of 20% for wedding day hair/ or makeup service is needed to secure your appointment. This must be paid up to 7 days from the date of consultation. Failure to make payment will result in your appointment being terminated. A single client supplement of £40 will be added to weekend weddings of May-Oct. £25 will be off-peak times.
- A wedding day balance, (less deposit) must be paid 1 month before the set date, if payment is not made the booking will be terminated.
- Any bookings made 4 weeks prior to your special day; 100% of payment is required which must be paid on consultation.

‘No-Shows’ or Cancellation:

In Salon bookings & Bridal/Special Occasion

In Salon bookings:

- If in the unlikely event an appointment is a ‘no-show’ or a client cancels 24 hours or less prior to an appointment and cannot be re-filled, 100% payment of service may be required. If a client cancels 24 hours prior to a hair appointment 50% off the service will be charged; this would be down to Lee Ann’s discretion.

Bridal/Special Occasion

- Cancellations by myself due to ill health, the act of God, or personal emergency, a client will receive a 100% full refund. If this occurs, I will try to find an alternative hair/makeup artist to carry out your service. They will be given a detailed brief of requirements and any additional products to fulfil this service.
- Any cancellations made by the client, or payments already made will not be refunded.
- If a booking is cancelled 4 weeks prior to a wedding/special occasion; 30% of the invoice will need to be paid. If a cancellation by the client is made up to 7 days prior to service, 100% of the invoice is to be paid.
- Lee Ann (L.A.Styling) is more than welcome to make adjustments to the numbers of a bridal party. If an individual from a bridal party cancels up to 4 weeks prior to the wedding date, a 30% surcharge will be added to the original invoice.
- If additional person/s are added to a trial/wedding day, please inform Lee Ann as soon as possible. This is to make sure adequate tools/equipment and timings are taken into account.

Sundays/Bank Holiday Weddings/Special Occasion:

- £50 surcharge for Sundays/Bank Holidays Bookings
- £30 Out of hours (Before 7.30 am)

Images:

Prior to service, Lee Ann (L.A. Styling) may ask clients if photo images can be taken of the client’s hair/makeup looks to build her portfolio and social media platforms. If you do not wish this to happen, please make this aware to her.

Business Insurance & Liabilities:

- Lee Ann Grevatt (L.A.Styling) has full public liability insurance from a reputable broker.
- Any hair/makeup artist brought to assist Lee Ann (L.A.Styling), will have the relevant insurance.

- Lee Ann Grevatt (L.A.Styling) is not liable for any suppliers recommended to clients.

Wedding Insurance:

It is encouraged that brides obtain wedding insurance.

***By signing you agree to the above terms and conditions**

Date:

Print Name in

Full:.....

Client

signature:.....