

BOTIAS TAILORED HAIR & MAKEUP

TERMS & CONDITIONS

DEFINITIONS

The Client: The main recipient of the service

The Company: Botias Tailored Hair & Makeup

The Service: Hair and/or Makeup

The Agreement: The agreement between the Client and the Company, confirmed by email, for provision of the service.

The Fee: The amount payable by the Client to the Company for the service in the Agreement or email.

The Event: The occasion and location where the service will be provided by the Company

The Studio: Pines Hill Cottage, Stansted, Essex, CM24 8TD

The Artist: Hair and Makeup Artist, Hair Stylist, Makeup Artist (including Assistant Artists)

The Party: Persons in addition to the Client requiring services at The Event

BOOKINGS

Services are secured upon receipt of a non-refundable deposit of £200 (including VAT) for UK bookings and £250 (including VAT) for bookings outside the UK. The deposit is non-refundable but fully redeemable against the Clients final invoice.

The Agreement secures the Company's availability for the Event date, but the Company reserves the right to change the Artist at short notice due to any unforeseen circumstance.

The Fee is always agreed via email; verbal agreements are not offered as they are not deemed valid by the Company. VAT is additional to all prices quoted and is charged at the current rate.

The minimum booking requirement is Bridal hair and makeup, unless otherwise agreed by The Company, in writing via email.

Fees quoted via email are valid for 30 days.

TRIALS

Trials are subject to the Artists availability, and it is recommended for the Client to book the trial 3-4 months prior to the Event. We allow four hours for a Bridal hair and makeup trial, two hours for Bridal hair OR makeup. Any additional time required for a trial session will need to be booked as a second trial or if time allows, will be chargeable.

Trials are reserved for the Client and may not be available for the Party. Trials take place at the Studio, CM24 8TD and take place Monday-Thursday (unless otherwise stated or agreed in email).

During the trial, the Artist can offer advice and discuss hair extension requirements; hair extensions can be purchased by the Client through the Company. Trials allow the Artist to test products and ensure any rare issues with sensitivity can be addressed.

Trial payments are due on or before the date of the trial, the Fee is quoted via email and VAT will be additional.

PAYMENT

An invoice for the balance of the Fee will be sent from the Company to the Client and payment of this is due at least four weeks prior to the Event. If the Event is booked within four weeks of taking place, full payment will be required at the time of booking. Payment can be made via bank transfer, cash, or PayPal (5% fee for payment made via credit card); cheques are not accepted.

BANK DETAILS:

Account Name - Miss Boe Wright

Bank - Santander PLC

Account Number - 69932895

Sort Code - 090126

UTR - 3845891319

IBAN - GB57ABBY09012669932895

SWIFT - ABBYGB2L

NI - JJ520457B

Trial payments are due on or before the date of the trial, the Fee is quoted via email and VAT will be additional.

TRAVEL AND ACCOMMODATION EXPENSES FOR BOOKINGS WITHIN THE UK

Travel expenses will be calculated at 50p (plus VAT) per mile, roundtrip for all UK bookings.

The client will cover any necessary travel expenses such as congestion charge and parking charges. If public transport is required, the client will be responsible for covering the Fees and the travel arrangements. If accommodation is required, this will be discussed with the Client in advance and the Client will be responsible for covering the Fees and making reservations.

TRAVEL AND ACCOMMODATION EXPENSES FOR BOOKINGS OUTSIDE THE UK

The client will be responsible for covering the fees and arranging bookings/reservations of trains/flights/taxis (including any luggage allowance requirements) and hotels for all bookings outside the UK. Travel expenses will be calculated at 50p (plus VAT) per mile, roundtrip to the UK airport/station and parking/congestions charge will be chargeable. The Client must get authorisation from the Company for all transport/hotel reservations prior to booking. There will be a travel day charge of £250 per day (plus VAT).

CLIENT RESPONSIBILITY

It is the Client's responsibility to inform the Company of any potential issues such as but not limited to, medical conditions, allergies and/or sensitivities. Neither the Company nor Artist can be held liable for any medical condition that arises or loss incurred by the Client. The Company and/or Artist reserve the right to cancel the Agreement if the behaviour of the Client is deemed inappropriate. If there are conditions that the team member deems as a reasonable risk for their health, such as the spread of infection or disease, or to the Client's health and wellbeing are at risk, the contract may be voided. In these cases, any payments that have already been made by the Client for the Service are non-refundable.

COMPANY RESPONSIBILITY

The Company will always endeavour to honour the Agreement to the best of its ability. There may be circumstances beyond the control of the Company where an Artist is unwell, delayed or otherwise unavailable, sometimes at short notice. In such a case the Company will inform the Client at its earliest convenience and endeavour to make favourable alternative arrangements where possible. The Company will make every effort to find you an equally capable replacement Artist who will be fully briefed on the

Client's hair and makeup looks. Where a replacement Artist is not available, a full refund will be issued to the Client.

Neither party is responsible for any failure to perform its obligations under this Agreement if it is prevented or delayed in performing those obligations by a force majeure event and any fees paid are non-refundable. If a booking is affected due to force majeure, the Company may provide a postponement of services booking for up to twelve months beyond the original date of the booking but reserves the right to revise the Fees.

CANCELLATIONS

If the Service is cancelled by the Company, any funds received will be refunded within seven days of cancellation.

If the Service is cancelled by the Client for a Service less than 12 weeks before the start of the Service, the Client will incur the full cost of the booking.

For cancellations received more than 12 weeks before the start of the Service, the deposit will not be refunded but no additional costs will be incurred. Cancellations for Services where travel and/or accommodation expenses have been paid for the Company, the Client will reimburse the Company for all costs incurred.

Cancellations must be received from the Client to the Company in writing, via email. Verbal cancellations are not accepted as they are not deemed valid by the Company.

If the Client has a valid reason for postponing the Event, this will be at the discretion of the Company whether they are able to offer their Service. Postponements must be discussed and agreed in writing, via email, between the Client and the Company at least 12 weeks prior to the original Event date. This will be subject to the Company's availability and the Company reserves the right to re-quote.

The above Cancellation policy applies for any Assistant Artists that the Company book for the Event

PHOTOGRAPHY & USE OF IMAGES

Photographic/video images of the Client, Party and/or Event may be used by the Company in promotional material or on social media unless the Client has expressed in writing that this is not permitted.

CHANGES TO SERVICES & PRICES

Prices for products and services are subject to change without notice. The Company reserve the right to modify or discontinue a service (or any part or content thereof) at any time without notice.

ADDITIONAL IMPORTANT DETAILS

Bookings are based on a minimum booking requirement of Bridal hair and makeup, unless otherwise agreed by the Company, in writing via email.

If the Client is expressly dissatisfied after a trial, the Client must advise the Company via email within 48 hours of the trial.

All makeup bookings include lashes (strip or individual) and application.

Additional Artists for large bookings may be necessary, if this is the case, the Company will discuss this with the Client and the Client will be charged for the Artists travel expenses (please see clauses above detailing these expenses for those Events in the UK and outside the UK).

If a Client has booked a service for a Party member or themselves, the Company is not liable if the service is refused on the day of the Event. This also applies if the Services is provided and changed by the Client or Party.

Any Services that have been confirmed in email and invoiced for cannot be changed or refunded for within 12 weeks of the Event but the Client can add services to the booking and with confirmation by the Company, the invoice will be updated accordingly.

The Company is not liable for any complaints once the Artist has been dismissed with no knowledge of the complaint.

The Company is not liable for any injury, death or dismemberment. The Artist in attendance is responsible and for any such claims against the Company must be raised via email to the Company.

FORCE MAJEURE

Any event outside of the Company's control, including, without limitation, acts of God, and meteorological events, such as storms, rain, wind, fire, fog, flooding, earthquakes, haze, or volcanic eruption. It also includes, without limitation, government action, disturbances or potentially volatile international conditions, civil commotions, riots, embargoes, wars, or hostilities, whether actual, threatened, or reported, strikes, work stoppage, viral outbreak, epidemic, slowdown, lockout or any other labour related dispute involving the company, the inability to obtain labour for the event in question, unpredictability or deviation from scheduled appointments, or any fact not reasonably foreseen, anticipated or predicted by the company.

Please note that by securing a booking the Client accepts these terms and conditions