



STANDARD BUSINESS TERMS, CONDITIONS, & POLICIES

Here's a comprehensive guide to my Terms of Business.

Please take the time to read through this section, as this is a legally binding contract between you (the client) and myself (the technician/stylist)

Definitions:

Natalie Mason of Max It Up Bridal Hair & Extensions is known as "The Technician".

BOOKING FEES

Most businesses now take a non refundable booking fee.

The reason it is non-refundable is because of the nature of the business - It is very hard to fill dates/slots at short notice, so I take a booking fee to ensure you are serious about keeping your appointment, and to cover lost revenue if you fail to keep your appointment, which I will not be able to fill at short notice. **Pleaser also refer to each the section below for Booking Fee & Missed / Cancelled Appointment Terms.**

All booking fees will be deducted from your final balance if you keep to your appointment (see below for full policy), it is not a fee I keep unless you fail to keep your appointment.

Booking fees are deducted from the total cost of your chosen service. If you keep to your appointment, you will not lose your booking fee.

Booking Fees can be paid via BACS, Debit/Credit Card, or cash.

HAIR EXTENSIONS

- Free Consultation - This is a FREE service, but in order to secure your appointment, a £25 booking fee is required. This can either be used against the total amount due, or refunded to you at consultation if you either A) Are not suitable for hair extensions (which I will advise), or B) You do not wish to go ahead with hair extensions at time of consultation. However, this booking fee is NOT refundable if you fail to arrive for your appointment or fail to give more than 48 hours notice of cancellation.
- If you wish to go ahead, and I can see you are suitable for hair extensions, a further booking fee is due at consultation, this is for the cost of the hair and 50% of the fitting price. The remaining 50% (minus £25 booking fee paid) can be paid on the day by cash, or two working days before if by BACS to ensure clearance.
- I will order extension hair once payment has cleared if BACS, immediately if cash. If you fail to pay for the hair in time for your fitting date, it will not be ordered, but you will still have to pay for your appointment in full if you fail to give notice that you are not attending.
- If you cancel your appointment before I place the order your booking fee will be returned to you, minus 25% admin fees.
- If you cancel after I have placed the order, I will have to deduct the cost of return postage & packing to supplier & retain 25% admin fees, and will refund you the remaining amount. You will be refunded when I have received a refund from the supplier.
- If you cancel with less than 14 days to go to your appointment date, then I am afraid all booking fees are non-refundable, as I won't be able to return the hair to the supplier. **The hair will be your property** for you to collect from me within 28 days. If you fail to collect the hair within this time it will be gifted to the charity 'Little Princess Trust'.

Re final/balance payments (due on or before fitting date, depending on payment method):

- If paying balance by cash, this can be paid on the fitting day.
- If paying by BACS, this must be paid at least two days before, to ensure full clearance. If it doesn't clear, then your fitting date will be delayed or cancelled. You will still be responsible to pay for fitting in full as per these T&C's.
- If you wish for me to order additional hair for you, I will require payment in full, and cleared, before I can place the order for you.
- If you fail to pay at any point, and you ignore my correspondence, your debt will be passed to a Debt Collection Agency, who will add on their fee to what you owe me. Failure to pay this could result in legal action by them.

Please also read the section below for no shows, missed & cancelled appointments.

Specific T&C's are included on the Consultation Form which you will fill in at your consultation, which are:

'By signing this consultation form, I certify that the above information I have provided is accurate and that I fully understand how any condition I have (disclosed or not) may affect hair extensions (undisclosed information will make any guarantee null and void, and as such, any damage to my natural hair or the extension hair will be solely my responsibility. 'Max It Up Bridal Hair & Extensions' CAN NOT be held accountable for any damage caused to my own hair or the extension hair due to undisclosed information from myself). I am also satisfied that I have had the opportunity to raise any questions or concerns I may have with the Hair Extension Technician, and that I have received a satisfactory answer to any of these questions or concerns. I fully understand all aspects of extension hair as advised by 'Max It Up Bridal Hair & Extensions', and how to care for them and my own hair by having the recommended 4-10 week maintenance appointments (system dependant) and following the aftercare document procedures provided. I am aware of this commitment and I will adhere to it. I have received the aftercare instructions from 'Max It Up Bridal Hair & Extensions, details of which are also available on their website: www.maxituphairandbeauty.co.uk. I fully agree to adhere to the advice given to me. I will not and cannot hold the extension technician, Natalie Mason, responsible for any damage or injury caused by my failure to adhere to the information & instructions given to me. I understand that regular maintenance is required to keep my natural hair and the extension hair at their optimum, and that removal should be performed by a qualified professional, preferably Natalie Mason of Max It Up, within three to four months of the installation date to rest my hair for one to two weeks before it is reinstalled. I also acknowledge that all of the work is being undertaken by a fully qualified hair extension technician, and at their discretion from the information I have disclosed to them. I also hereby agree not to hold 'Max It Up Bridal Hair & Beauty' (or their employees, representatives, agents, or any authorised persons) responsible for any adverse effects, or any less than desirable results, as I have been provided all possible information, and have made the informed decision to go ahead with hair extensions. If I am simply not happy with my hair extensions after my fitting I understand that I cannot obtain a refund and must pay for the removal service. I have checked the hair before my fitting and I am happy to proceed with the service.'

Please read the comprehensive aftercare document I provide you with, and follow this advice. By signing this consultation disclaimer, you are agreeing you will follow my full aftercare advice, and I, the hair extension technician, cannot therefore be held accountable for any damage to your natural hair or the extension hair if you fail to do this.

For full T&C's re hair extensions including missed or cancelled appointments, please refer to the T&C's displayed on my website www.maxituphairandbeauty.co.uk. A copy of these are also on show in salon.

This must be read by you, agreed to, and by signing the form, you confirm that you have read, accepted, and understood this AND these Terms & Conditions regarding Hair Extensions. An in-depth copy of my T&C's are always on display on my website www.maxituphairandbeauty.co.uk, and are also on show in salon. These T&C's are binding by law, and are strictly adhered to.

By signing to state you have read and agreed to these T&C's, this forms a legally binding contract between you (the client) and myself (the technician)

WEDDING & SPECIAL OCCASION STYLING

By booking with Max It Up Bridal Hair & Extensions, **you agree that you and all members of your wedding or special occasion party**, having their hair styled by the Technician, are covered by the following terms and conditions:

- An initial £100 (or £35 for single person - special occasion hair) non-refundable booking fee is required to hold both the trial date and the wedding date in the Technician's diary. This will be deducted from your wedding day hair costs.
- Once your initial booking is confirmed via confirmation email sent by Max It Up, your wedding date is secured in the Technician's diary, and all terms and conditions herein will take effect.
- Once the agreed trial has taken place, at which point a further booking fee is due (see clause below).
- Hair trial payment must be paid in full on the day if by cash, or at least two working days before if by BACS to ensure clearance. If it doesn't clear, then your appointment date will be delayed or cancelled, but you will still be responsible for paying for the missed appointment in full (this will be cost of your trial and 50% wedding day hair costs).
- Once a trial is completed, a further non-refundable booking fee is required to keep the date of your wedding secured in the Technician's diary. The non-refundable booking fee is 50% of the total cost of your wedding day hair, including all members of your bridal party and/or others on the booking. This booking fee is to be paid before or at your trial, or the wedding date will no longer be secured in the Technician's diary, and will be released. Please note, you are still liable to pay all costs as set out below, if you fail to pay for or cancel the secured date, and it is between 90-180 days to your wedding day.
- If you do not have a trial (special occasion hair usually, or if I am assisting another stylist with a wedding), the total cost of your event/wedding is due within two days of booking with me. If this is not received, the date will be released. Furthermore, if you cancel or fail to pay the amount due: If your event/wedding date is within 90 days of booking, you will have to pay 100% of event/wedding day hair costs. If your event/wedding date is within 180 days, you will have to pay 50% of event/wedding day hair costs. See T&C's herein re this clause.
- No more than TWO people per trial date. This is so you get the very best out of your trial experience. Trials take longer than wedding day hair. It is the time for me to get the style exactly as you want it, make any tweaks, listen to you and take on board your ideas and wishes, and offer my advice where needed. It also gives the chance to try out more than one style, whereas if there are too many people at the trial, this is not possible. We discuss your vision, dress, theme, makeup, etc., to ensure your hairstyle fits perfectly with all of these factors. This cannot be done effectively if there are too many people at a trial. If more than two from your party are wanting a trial, please book a separate date for their trial.
- No more than two styles can be tried at your trial, three at an absolute push. This is because hair can become unworkable when products and hot tools are overused, which could result in damage to your hair. If you're wanting to try more than two styles, it is advisable to book two trial dates.
- Please ensure that everyone who you establish in your initial enquiry to me as wanting styling on your wedding day definitely wants this service. By booking and paying the non-refundable booking fee(s), you are entering in to a contract with me, and therefore you are agreeing that everyone who you stated requires styling are to be paid for in full, even if they drop out or decide they no longer wish for this service on your wedding day.
- Please note - Your date(s) are not secured in the Technician's diary until the booking fee is paid. If someone else asks for the same date, I will contact you. If the booking fee is still not paid, the date will be released. Fees will still be due, see this clause herein.
- The remaining 50% outstanding (along with any other costs, like parking charges, toll fees, hotel costs, etc.) is to be paid either by cash or BACS a minimum of four weeks before your wedding day. This can be paid at any time up to four weeks before your wedding day, it's one less thing to think about on your day.
- The wedding day booking fees are non-refundable for all cancellations both individually or as a whole booking. This is because, due to the nature of the business, it is very difficult, if not impossible, to fill the allocated date/time slot(s) at short notice. This includes all members of the bridal party who no longer wish to have their hair styled on your wedding day, they still need to be paid for.
- There is a minimum booking fee of £350 (excluding trials) for all weddings. This cost (as per my website www.maxituphairandbeauty.co.uk) is to be met even if the number of people can not be.
- If you cancel your wedding date with less than 90 days notice, you will need to pay in full for all Wedding Day Hair Costs to cover loss of revenue for the date. This is because it will be impossible to fill the as wedding dates are booked months and often years in advance.
- If you cancel your wedding date with less than 180 days notice, you will still need to pay 50% of the wedding day hair costs to cover loss of revenue for the date. This is because it is virtually impossible to fill dates as wedding dates are booked months and often years in advance.
- Work will not commence on your wedding day unless all balances have been paid in full.
- In the unlikely event that the Technician has to cancel due to illness or mitigating personal circumstances, a full refund (minus any trial costs if already taken place) will be given and attempts to source an alternative technician will be made for you.
- If you move your wedding date to another date within the same year and I am available, I will move the date for you and there will be no extra costs.
- If you move your wedding date to a different year and I am available, then I will move your wedding date, but that year's prices will apply and be amended on your quote and documents accordingly
- If you move your wedding date and I am not available on your new date, I cannot refund your booking fee(s) due to loss of revenue for the original date, as it is almost impossible to fill dates at short notice, with brides usually booking at least a year in advance. Even though I am not available on your new date, the booking fee covers the original date, and I have still lost revenue from your wedding, so no refunds will be given. If you give less than 180 days notice, 50% of wedding day hair costs will be due. If you give less than 90 days notice, 100% of wedding day hair costs will be due.
- If your party is large, or I am not given enough time to style the amount of people who require styling, I will bring in another senior stylist to assist to ensure you are ready in good time. I only work with trusted stylists whose work is of the highest calibre. If an additional stylist is required, there will be an extra charge of £100 per stylist. Please note, if you later wish to cancel any other stylists I contract to work with me at your wedding, this still needs to be paid for in full, as I have booked their services for you, and am liable to pay them for loss of revenue. Under no circumstance do I not pay them, so you are still liable for this.
- If, on the wedding day, someone wishes to add themselves on and have their hair styled (this happens often), and there is time, then payment in full must be made before any extra styling commences. Under no circumstance will styling commence for anyone not already booked and paid for, until payment has been received in full. The cost will be charged at the correct price for that year, even if the wedding was booked in a previous year. Payment on the day is either cash or BACS. If payment is via BACS, I will ensure payment has cleared before styling commences. If payment does not clear, then I will not be able to style for anyone other than who I am booked/contracted to style for, and who have already paid in full.
- If styles chosen for bridesmaids or any other member of the bridal party (other than the bride) are what a bride would usually have, then styles will be charged accordingly, and will be the same prices as the bride's hairstyle. I allocate up to 2.5 hours for the bride, and a maximum of 1.25-1.5 hours for every other adult. So, if a style chosen by any other member of the bridal party takes longer than the time allocated, this will be charged at the same rate as the bride's hairstyle. Even if I quote you for say, bride + 3, and you then send me photos of what your bridesmaids would like (for instance - extremely textured low or high bun, Hollywood waves, etc.), I will inform you that there is a price increase to cover the extra time that these styles will take.
- If you wish to add numbers to your bridal party, this must be communicated in writing to info@maxituphairandbeauty.co.uk no less than one calendar month prior to your wedding. I can not guarantee I will be able to accommodate more. Also, if numbers increase and I am not given enough time to style, then as per above, I will bring in another stylist to assist. The cost for this is as per above point.
- This is extremely rare, but if you book another stylist through me and the stylist cancels through no fault of my own, I will always do my very best to source another senior stylist to cover the one who has cancelled. I will endeavour to find another stylist to cover until I've exhausted all avenues. This can take hours / days to do. If after I've exhausted all avenues, I still cannot find a replacement stylist to cover, I will refund you

- what I would have paid the other stylist on the day, minus admin fees. This refund will be 100% of the extra artist fee (if paid by you), minus £150 admin fees. I will also refund 25% of wedding day hair costs, to help you source another stylist.
- If you need me to move to venue mid-styling, there is a charge for this. This is because it takes up valuable time that could be used to style. If I need to start styling early for instance at your home or any other place, and you then need me to move to the venue with you to carry on styling there, there will be a charge for this of £50 per hour. This is to cover the loss of styling time, as I need to pack up, travel to the venue, and set back up again, all of which eats in to styling time, and is time I could be spent working. This charge is per stylist, so if I need to bring in another stylist to assist (see above), then it is £40 per hour, per stylist. Extra travel costs, toll charges, parking, etc., to/from the new venue will also need to be covered and paid for before the wedding day.
- Early bird and/or late finishes: If I have to commence work before 6am or finish after 6pm, this is subject to an out of hours surcharge, which will be determined at time of booking. As a general rule of thumb, this will be £50 per hour or part of (charged to the nearest hour) for each hour before or after these times. This charge starts from the moment I have to set off from my destination until the moment I arrive with you. Or if I am to work after 6pm, it will also include the travel time back to my destination.
- If you require a "Day to Night" style change, and need me to stay (for instance, if your wedding venue is too far for me to travel back to, so it is better for me to wait nearby for you), I can provide a tailored POA quote specific for you. This will include the cost of the restyle, and the hours I am waiting between finishing the style(s) for your wedding, up to the start of the restyle. If I can travel home and back to you, prices will include cost of travel and time travelling, as well as the restyle.
- If your wedding party is large, your ceremony is early, and/or the venue is more than 90 minutes from my salon, then I may need to stay in a hotel near the venue the night before to ensure you are ready in good time. In this instance, the cost of a hotel room will be added to the total amount due, payable along with the balance four weeks before the wedding day. I also require any costs incurred to be covered too - This may include a light evening meal and a light breakfast, and any parking costs - These must be paid before I commence work on the day.
- If it is obvious I would have to commence travel before 5am, then an overnight stay fee may apply as per the above point.
- Any other costs, for instance, travel costs, toll charges, parking costs near venue, etc., will be added to your final bill, payable four weeks before your wedding.
- Any changes or additions to the bridal party need to be communicated in writing to info@maxituphairandbeauty.co.uk no later than one calendar month prior to the wedding date.
- The Technician reserves the right to refuse/cancel a booking if payment does not clear in the bank, the correct information is not given by the client at time of booking, contact cannot be made, booking fee is not paid before or at trial, and in the case of no trial being held, if the booking fee is not received within seven days of booking confirmation. Fees will still be payable by you, as per clauses herein.
- If any payments due are not received in a timely manner, and/or you fail to respond to correspondence, the debt will be passed to a Debt Collection Agency, who will chase the monies owed by yourself. They will add on their own fees for this service, on top of what you owe to me. If you fail to pay them, this may result in legal action against you.
- If you have booked myself for only a portion of your bridal party and you have booked another hairstylist independently (*not via myself*) for some of your bridal party, and the other hairstylist leaves without ensuring the styles created are not perfect and fit for purpose (to last all day/night long), or leaves before the wedding party is fully ready, and styles created by the other stylist are ruined, collapse, become 'messy', etc., I will only be able to help if I have completed all works I have been booked and contracted for. It is good and common practice for a bridal hairstylist to stay until either everyone is ready and all styles are perfect, or we are told we are no longer needed (I will only leave once I am sure all styles will remain as they are when I styled). Please therefore, try to ensure any extra stylists you book independently know they need to stay until the end, so that if the styles they create need any extra work, it is upon them, and not myself, to correct their own work. The other stylist is responsible for all styles she/he creates, and therefore she/he needs to be there to do any remedial work on any styles that they create if they are disrupted in any way. If any other stylist leaves early, and any of her/his styles cannot be repaired by the other stylist because they are no longer present/left early, then I will do my best to accommodate, but I cannot guarantee this. If I do have time to repair any styles created by the other stylist you contracted independently, or in rare cases, if a total restyle is needed if the style is beyond repair, then there will be a charge for this as the products and tools I use are expensive and I have to cover these costs. This will be a minimum of £40 per person to repair a style, or for a full restyle it is full cost of a style as per my price list on my website, payable on the day and before I commence any remedial work of the other stylist's hairstyles.
- Every effort is made during the consultation and trial process to agree an overall style and ensure that there are no reactions to products used by the Technician. The Technician therefore accepts no liability for any reaction caused to the client. As every effort is made during the consultation and trial process to agree a style for the trial and wedding day, the Technician accepts no responsibility or liability for the outcome of any style changes made on the trial or wedding day or condition of the hair caused by products used by the client previous to the Technician styling the hair on the trial or wedding day.
- The technician runs to a tight timetable on a wedding day, a copy of which I will provide to you before your wedding. So if there are delays on the wedding day which are out of my control, then any results which are less than desirable are not the responsibility of the stylist (myself). I will endeavour to ensure you listen to me on the day, so if you fail to do so, which may result in less time needed with you to finish a style to my standards, and either we run out of time, styles are not as they should be, or any other event due to my endeavours not being listened and adhered to, I cannot be held responsibly for this or for any styles not being as desired through no fault of my own.
- The Technician reserves the right to refuse to style if hair is damaged. If hair has been damaged either before a trial, or in between the trial and wedding, then I can refuse to style hair, as this could potentially cause further damage.
- The Technician reserves the right to cancel a booking as a whole, at any point from booking to the wedding date, and keep all monies paid to date, if the relationship between Technician and Client breaks down/becomes unmanageable through no fault of the Technician. I cannot work with people who are rude, aggressive, offensive, disruptive, non communicative (fails to reply to any correspondence) or who do not read or accept and adhere to my Terms & Conditions, even though they are provided at time of booking and are on display on my website. If it is apparent that the relationship between the Technician and Client has broken down, then the Technician will terminate the contract and advise the Client by email immediately. Absolutely no refunds will be given and any monies still due will need to be paid immediately - See booking fee T&C's - These apply to this clause too.
- Clip in hair extensions are quite usually needed for bridal hairstyles. It is your responsibility to provide these at both trial and on your wedding day if you need them, or if the style you want requires them for the desired look to be achieved. However, if needed, I do have a limited amount of these I keep here for trials, but they cannot be taken out of salon, so you would not be able to wear the style all day. I can advise on the type of hair extensions to be purchased by you, the client, and this will be discussed at consultation or trial, if needed.
- Whilst I do not expect you to offer me any form of food or drink on the event/wedding day, I work very long hours on the day, and as such, if I need to, I will take a break to go and source at least one drink and a light snack - This will obviously eat in to the time on the day. Wedding days for stylists are not just the hours I spend styling, there are very often long journeys too, as well as cleaning and sanitising of equipment and products, and finalising admin when I return home. A typical wedding day can be anywhere from 10-16 hours long for stylists. If you do not wish for me to take a break, please just try to offer at least a cup of coffee and a small snack.
- No children are allowed in salon without full adult supervision at all times. If you are alone and have a child or children, you must bring someone to watch them whilst I style your hair. I have sharp implements and chemicals in the room, so unsupervised children are strictly not allowed. If you arrive with a child who cannot be supervised, I will not be able to go ahead with your appointment, but you will still be charged in full for the appointment.
- Whilst I have a dedicated salon room which is away from the living area in my home, it is still my home. Under no circumstance are takeaways to be delivered here. Any consumption of food ordered must be off premises at all times.
- You agree that the Technician can photograph you and your hair, and everyone who is having their hair styled, at trial and/or on your wedding day, and that the Technician can use these photographs on their website, social media, and anywhere else deemed fit, purely for purpose of business.
- Information collected from you, the client (including all members of your wedding party or group) will be stored safely, and is used purely to carry out your instructions and action your payments. There are no circumstances under which this information might be passed to a third party. All records are destroyed within a set time frame as set out by law. Please see my website www.maxituphairandbeauty.co.uk for details.
- These T&C's are open to be amended, added to, or deducted from, from time to time. I will not send out a new copy of any new T&C's to you every time I need to do this. It is your responsibility to check my website for up to date Terms & Conditions, which can be found at the bottom of my website www.maxituphairandbeauty.co.uk. My up to date T&C's found and displayed on my website are legally binding and override any which I have sent to you via email.
- By ticking the 'I have read the T&C's' box on the webform when you place your initial enquiry, and/or by seeing the copy of the Terms & Conditions that I send to you via email when you have booked me for your wedding hair, and most definitely the up to date T&C's displayed on

my website www.maxituphairandbeauty.co.uk, you are confirming that you have read and agreed to the above Terms & Conditions, and that they will be upheld in all circumstances.

Cancellations and Special Clauses:

Wedding Cancellations:

- If weddings are not legally allowed to go ahead due to any special clauses or circumstances (of which you should provide proof to myself) and you therefore have to cancel your wedding, you can transfer your booking fee to a new date in the future, if I am available on the new date. If I am not, as per the T&C's above, all booking fees are non-refundable. Please note, if moved to a different year, new prices will apply - Please check this website for up to date prices.
- If weddings can legally go ahead, but you make the decision to cancel or move your wedding to a future date, which I am unable to do, for any other reason other than stated above, you will not be entitled to any refund of any booking fees paid. If I am not available, your booking fee is non-refundable.
- If you move your wedding to a date in the same year, and I am available, the cost of my services will remain the same. If I am not available, your booking fee is non-refundable. See T&C's above re this clause.
- If you move your wedding to a future year, and I am available, that year's prices will be applicable, so any difference in price quoted initially will obviously increase in line with the prices for the year you move your new date to. If I am not available, your booking fee is non-refundable, as that fee is for your original date. See T&C's above re this clause.
- Furthermore, if your original wedding date is within 90 days, you will have to pay 100% of wedding day hair costs. If your original wedding date is within 180 days, you will have to pay 50% of wedding day hair costs. If your original date is more than 180 days away, you would only forfeit your initial booking fee (and trial costs, if a trial has been held). See T&C's above re this clause.

Wedding Date Changes:

- If you have to change your wedding date, I will honour one date change if I am available on the new date. If I am not, as per the T&C's above, all booking fees are non-refundable.
- If you decide to change your date a second time, you will need to pay a second non-refundable booking fee of £100 to secure your new date.
- If you move your wedding to a date in the same year, the cost of my services will remain the same.
- If you move your wedding to a future year, that year's prices will be applicable, so any difference in price quoted initially will obviously increase in line with the prices for the year you move your new date to.
- If I am not available on your new date, any booking fees paid, as per clauses herein, are non-refundable.
- Furthermore, if your original wedding date is within 90 days, you will have to pay 100% of wedding day hair costs. If your original wedding date is within 180 days, you will have to pay 50% of wedding day hair costs. If your original date is more than 180 days away, you would only forfeit your initial booking fee (and trial costs, if a trial has been held). See T&C's above re this clause.

THE FOLLOWING T&C'S APPLY FOR ALL SERVICES:

LATE ARRIVAL POLICY

- If you are to be late by up to 10 minutes, a quick call to 07775 066136 would be much appreciated, thank you.
- **If you are to be 15 minutes or more late, then I am afraid your appointment will have to be rearranged for another date.** I simply cannot work with a schedule if people are habitually late. It holds up the rest of the day, and can cause problems for clients who are booked in later.
- If you are to be more than 15 minutes late, please do not turn up as I will not be able to fit you in. Please call to rearrange. (Please see section re loss of booking fees / missed/cancelled appointment fees).
- 'No Shows' - Unless I am contacted at the very earliest convenience - At least 48 hours prior to your appointment date, then I cannot book a client back in without payment in full for the chosen treatment(s) at time of rebooking. **Any booking fees already paid are non-refundable, and missed appointments or those cancelled with less than 48 hours notice, the following will apply:**

CANCELLATIONS POLICY, NO SHOW, & MISSED APPOINTMENTS

- Cancelled appointments, and 'no shows' are something I try to avoid at all costs.
- If you need to cancel your appointment, whether it be a consultation, hair extension fitting, maintenance or refit appointments, or special occasion hair, then please give me as much notice as possible, preferably more than 48 hours to avoid missed or cancelled appointment charges, so that I have a chance to offer the appointment to someone else.
- Please telephone rather than send a Facebook message or text, as these can be missed, or arrive late. It is vital you call me please.
- **No Shows** - If you fail to arrive for your appointment, you will be charged for the full amount of what the appointment would have cost. This is because it is impossible to fill the slot at such short notice, and will lose valuable revenue due to your no show.
- If you miss a pre-booked appointment, I will endeavour to book a new appointment for you as soon as possible, and hopefully within 28 days of your missed appointment. This is not always possible during busy periods, but I will always ensure to book you back in on my first available appointment.
- If you miss your pre-booked appointment, you will be required to pay for this in full, as it is impossible for me to fill the slot at such short notice. Furthermore, you will be required to pay upfront for your next appointment.
- Out of Hours appointments for missed or cancelled appointments - These will incur a surcharge of £50, on top of your appointment cost.
- **HAIR EXTENSIONS** - Missed maintenance appointments - If you miss a maintenance appointment and do not book back in within the time frame for maintenance to go ahead, this will result in a full refit, which will be charged as such. If extra work is needed due to matting because your maintenance is overdue due to a missed or rearranged appointment which takes you over the recommended maintenance or refit date, this will be charged at £45 per hour or part of.
- If you miss or cancel your appointment with less than the required notice, this will require upfront payment in full for your next appointment, at time of booking. If payment is not received in full within two days of booking, I can not hold an appointment for a client who repeatedly cancels or misses appointments. If you cancel or miss an appointment more than two times in a row, then I am afraid I will no longer be able to take advance bookings from you, unless you pay in advance for your appointment.

FURTHER GENERAL T&C's

- In the unlikely event that the Technician has to cancel an appointment due to illness or for any other reason, if you've paid a booking fee, a full refund (minus any costs incurred) will be given and attempts to source an alternative technician will be made for you if you wish. I will endeavour to book you back in as soon as possible and offer you my first available appointment.
- The Technician reserves the right to refuse to apply extensions if hair is too damaged, as this could potentially cause further damage.
- Any other costs, for instance, travel costs, toll charges, parking costs near your home/venue, etc., will be added to your final bill, payable in advance of your appointment.
- The Technician reserves the right to cancel a booking as a whole, at any point from booking to the appointment date, and keep all monies paid to date, if the relationship between Technician and Client breaks down/becomes unmanageable through no fault of the Technician. I cannot

work with people who are rude, aggressive, offensive, disruptive, non communicative (fails to reply to any correspondence) or who do not read or accept and adhere to my Terms & Conditions, even though they are provided at time of booking and are on display on my website. If it is apparent that the relationship between the Technician and Client has broken down, then the Technician will terminate the contract and advise the Client by email immediately. Any monies due or outstanding must be paid immediately. Absolutely no refunds will be given - See booking fee T&C's - These apply to this clause too.

- No children are allowed in salon without full adult supervision at all times. If you are alone and have a child or children, you must bring someone to watch them whilst I style your hair. I have sharp implements and chemicals in the room, so unsupervised children are strictly not allowed. If you arrive with a child who cannot be supervised, I will not be able to go ahead with your appointment, but you will still be charged in full for the appointment.
- Whilst I have a dedicated salon room which is away from the living area in my home, it is still my home. Under no circumstance are takeaways to be delivered here. Any consumption of food ordered must be off premises at all times.
- If you fail to pay any monies due, and/or fail to reply to correspondence re monies due, I will pass your debt to a Debt Collection Agency for them to deal with on my behalf. They will add a fee to this debt. If you fail to pay, this could result in legal action.
- These T&C's are open to be amended, added to, or deducted from, from time to time. I will not send out a new copy of any new T&C's to you every time I need to do this. It is your responsibility to check my website for up to date Terms & Conditions, which can be found at the bottom of my website www.maxituphairandbeauty.co.uk. My up to date T&C's found and displayed on my website are legally binding and override any which I have sent to you via email.
- By ticking the box on the webform when you place your initial enquiry, and/or by seeing the copy of the Terms & Conditions that I send to you via email when you have booked me any service or in person at your consultation, and most definitely the up to date T&C's displayed on my website www.maxituphairandbeauty.co.uk, you are confirming that you have read and agreed to the all Terms & Conditions herein, and that they will be upheld in all circumstances.

PHOTOGRAPHY & PRIVACY

- You agree that the Technician can photograph you and your wedding / special occasion hair, or hair extensions, and everyone who is having their hair styled, and that the Technician can use these photographs on their website, social media, and anywhere else deemed fit, purely for purpose of business.
- Information collected from you, the client (including all members of your wedding party or group) will be stored safely, and is used purely to carry out your instructions and action your payments. There are no circumstances under which this information might be passed to a third party. All records are destroyed within a set time frame as set out by law. Please see my website www.maxituphairandbeauty.co.uk for details.

GIFT VOUCHERS

- Must be used by the expiry date.
- Can be transferred as long as I am advised in advance.
- To be used against services and/or products from MIU only.
- Cannot be exchanged for monetary value.
- Any remaining value on your Gift Voucher can be carried forward, and used before the expiry date.
- If your treatment(s) are valued higher than the Gift Voucher(s), you can pay the rest at the time of your appointment.
- If there is a balance left on your Gift Voucher, you can carry it forward to use at a future appointment, but before the expiry date.
- Gift Vouchers are non refundable.
- See T&C's re cancellations and missed appointments - These terms apply to ALL appointments, and this includes ones booked with Gift Vouchers.

OFFERS AND PROMOTIONS

- Only one per person (one service per person - though one person can have more than one service if it is different, and included in the promotion).
- Cannot be used in conjunction with any other offers.
- Must be used by expiry date.
- Must be booked and non refundable booking fee paid at time of, or within 48 hours of booking - Please refer to section above re bookings.
- See T&C's re cancellations and missed appointments - These terms apply to ALL appointments, and this includes ones booked with Promotions.
- Offers do not apply to maintenance or refit appointments - Only to new hair extension fitting, or wedding & special occasion hair.
- MIU reserves the right to revoke, at their discretion, and without reason, any offer at any time.

COMPETITIONS

- Cannot be used in conjunction with any other offers.
- Prizes must be claimed within seven days of the competition ending. It is not up to MIU to chase competition winners. Although I will attempt contact, I will not chase you. If you are a winner, it is your responsibility to contact me to claim the prize and book in.
- Prizes cannot be transferred, except with the express agreement of MIU.
- By entering a competition, you are agreeing that I can share your name and any photography, on my website, social media platforms, and wherever deemed fit for purpose of business only.
- The prize is as described, and cannot be exchanged for anything else, including monetary value.
- The prize must be "taken / used" by the date specified in the competition.
- If you fail to book in within seven days of Competition ending, you will lose the prize, and the prize draw will be drawn again, and offered to the next person chosen at random. If the next winner does not book in within mandatory seven days thereafter, the prize will be withdrawn totally.

DATA PROTECTION

- By law I have to keep records of your services and treatments, and this includes personal data. This is stored extremely securely and is not visible to anyone other than myself at any time. I have to keep these records for six years, after which time, if you are no longer a client, your personal data will be destroyed.
- Records will be automatically deleted at the six year point after your last treatment.

These T&C's are not only help you in any capacity I can, but also to protect my business against losses.
Thank you for accepting and respecting them.

Many thanks

Max It Up Bridal Hair & Extensions

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