**Terms and Conditions**

This agreement is made between Luiza Oliver and the client as detailed in the attached booking form, which forms part of the contract. Any changes to the booking form (such as, but not limited to dates, locations and number of clients) must be made in writing/email and agreed with Luiza Oliver.

If due to non-availability Luiza Oliver transfers the client’s booking to another hairstylist and make-up artist, the client will enter into another contract with the substituted hairstylist and make-up artist.

If the client enters into a new agreement with a substituted hairstylist and make-up artist, then Luiza Oliver has no legal responsibility or on-going liability to the client in connection with the booking.

**Bookings Procedure and Deposit**

Luiza Oliver will hold provisional bookings confirmed by telephone for a period of 48 hours and the appointment will become final upon the safe receipt of the booking form and deposit Luiza Oliver will acknowledge receipt of the deposit in writing/email and confirm this as the final booking.

Deposits are £40 are non refundable. In the event that the booking deposit is not received by Luiza Oliver then the booking will lapse and the date will become available to another client or if the booking form is received late then the date will still be made available to the client if it has not been booked by another client.

The booking deposit must be received within 48 hours of a provisional booking being made in order to reserve the date, unless paying by cheque in which case it should be received within 5 working days. The payment can be made by cheque to Luiza Oliver and sent to 9 Clifford Road, Penrith, Cumbria CA11 8PP

If no deposit is received then the provisional booking will lapse and will only be re-instated if the date remains available and the full deposit is received. The deposit is non-refundable or transferable. If the client wishes to alter the booked date, the deposit paid for the original date is non-refundable or transferable, unless specifically agreed by Luiza Oliver.

In the event that two artists have to be booked to cover an assignment, this is charged separately for each person carrying out the job. However,  if a “hair and makeup artist” is booked (one person) then a lesser charge is incurred.

The final balance of the payment is due in cash on the day of the wedding.

**Services to be Supplied**

It is strongly recommended that a trial appointment is booked to agree a style and procedure for the wedding day. Several hair styles and make-up looks may be tried at the trial appointment(s) until the client chooses her preferred style and make-up for the wedding day.

Any requested changes after that date may result in a further trial appointment for which an additional charge will be made.

If the client is unhappy or dissatisfied in any way with the service supplied prior to or during the trial then she must notify Luiza Oliver immediately. Further services may be supplied entirely at the discretion of Luiza Oliver.

**Travel Charges**

There is a £25- £45 travel charge to cover time and petrol to and from the wedding location on the day. In the event that travel to the location exceeds 1 hour, an additional 40 pence per mile will be charged.

A charge of 40 pence per mile will also be applied when a stylist travels, to carry out a wedding trial.

**Wedding booking cancellations**

If for some reason you need to cancel your booking, this should be confirmed by email or telephone as soon as possible.

Cancellation

In the event of a cancellation more than six weeks before the event by the hirer the £40 deposit is non-refundable and will be retained by Luiza Oliver and no further charges will apply. Exceptions apply only in the case of postponement of the event subject to availability. Cancellations less than six weeks before the event will result in a 50% charge and a 75% charge for cancellations less than two weeks before the event to cover our costs for loss of business.

In the unlikely event, that due to unforeseen circumstances we were unable to cater for your event, a full refund would be made.

Luiza Oliver Hairdressing and Beauty