

# Naomi Spurr Studio

Natural Hair, Make-up & Facials

# Terms of Service

## **Securing Your Wedding Date**

To reserve the date of your wedding in my diary a non-refundable booking fee of £100 will be required upon acceptance of the quote, which will be deducted from the final wedding day invoice.

## **Trial**

I do not accept Bride wedding bookings without a trial taking place.

The trial fee will be invoiced together with any associated pre-agreed travel costs in advance. Payment is required a minimum of 7 days before the trial and will be non-refundable. No services will be provided without payment in advance.

7 days notice will be required for trial cancellations/reschedules or the full fee will be due.

Bridal trials take place on a 1-2-1 basis and are generally only available on Mondays, Tuesdays or Wednesdays between 9.00am and 4pm at my Studio in Brighton and cost £210 Weekend and Bank Holiday trials increase to £330 and are subject to limited availability.

Trials that occur away from my Studio will incur an additional £50 fee, travel costs and mileage.

*In addition to the above, for the Exclusive Bridal Package please refer to the separate payment terms below.*

## **Wedding Day**

A 20% retainer calculated on the remaining balance will be invoiced and due 2 months before your wedding date. The final balance will be invoiced and due 14 days before your wedding date. No services will be provided without payment in advance.

There is a £480 minimum spend for weekend wedding day services between April and September inclusive and Bank Holidays throughout the year. Weddings between October and March and weekdays between April and September inclusive will be subject to a £350 minimum spend.

*For the Exclusive Bridal Package please refer to the separate payment terms below.*

## **Service and Location Requirements:**

- A separate set up table/work area needs to be made available for me and any additional artist(s).
- Working electrical sockets must also be made available for use by me and any additional artist(s).
- Ample lighting, whether by means of natural light or lamps is necessary for services to be performed adequately.
- Please read the additional wedding morning guidance provided in 'The Ultimate Bride Guide'.

Refreshments: for bookings where I or any additional artist will be working for longer than 4 hours drinks and a light snack would be appreciated.

## **Additional Charges**

All parking fees, tolls, congestion charges and accommodation costs as applicable to be covered by the Client for myself and any additional artist required.

Mileage will be charged at the approved government rate (currently 45ppm) from BN1 3HQ. If travel is required beyond 40 miles from my Brighton based Studio for wedding day, trials or events an additional travel time charge may apply for myself and any additional artist required @ £30 per hour or part thereof, but this will be confirmed prior to booking.

If an additional hair and makeup artist is required on your wedding day due to your party size and/or timings, there will be an additional £100 fee. This will be confirmed when making the booking and in line with your requirements. If an additional artist is required the 'service' minimum spend will be increased by £250 per artist to ensure I can book the best artist for your party and everyone is paid fairly and sustainably.

If an 'anti social' arrival time is required (pre 6.30am) an additional charge of £30 per 30 minutes or part thereof, will be charged for myself plus any additional artist required at that time.

Wedding day travel for myself and each additional assistant will be billed separately and will be due at the same time as the final balance.

## **Cancellation Policy**

In the event of your wedding day being cancelled or if I am unavailable should the wedding date be postponed, both the initial booking fee and retainer once paid are non-refundable.

The quotation provided is deemed to be agreed upon securing your wedding day in my diary by payment of the £100 booking fee. Charges will apply in accordance with this cancellation policy and the quotation must be honoured in full.

The following charges will apply:

- If you should cancel the booking between accepting the quote and 6 months prior to your wedding, no further charges will be incurred, but any non-refundable payments made will be retained by Naomi Spurr Studio.
- For any cancellations in the period between 6 months and 3 months prior to your wedding day you will be liable for 30% of the quoted services and any non-refundable payments already received by Naomi Spurr Studio will be retained in addition.
- Wedding day services cancelled in the period between 3 months and 6 weeks prior to your wedding date will incur a 50% charge of the quoted services and any non-refundable payments already received by Naomi Spurr Studio will be retained in addition.
- Cancelling wedding day services within 6 weeks of your wedding date will incur a 100% charge of the agreed quoted fees and any non-refundable payments already received by Naomi Spurr Studio will be retained.

## **Exclusive Bridal Package**

The Exclusive Bridal Hair and Makeup package at £680 meets the peak season wedding day minimum spend. The payment terms will be:

Booking Fee - £100 upon acceptance of the quote and will be non-refundable.

Trial Fee - £250 will be due 7 days before the trial and will be non-refundable.

Final Balance - £330 will be due 14 days before your wedding date.

Any additional pre-agreed charges/travel costs will be invoiced separately and will be due in advance.

No services will be provided without payment in advance.

7 days notice will be required for cancellations/reschedules of the trial date or the trial fee will become due in full as a cancellation fee. To rebook a new trial date an additional fee of £250 will be due.

Weekend and Bank Holiday trials increase by £100 and will exclude the 75 minute skin consultation and bespoke bridal facial. Instead the trial will include a skin consultation and 30 minute 'on the go' wedding treatment. Any weekend/bank holiday trials are subject to limited availability.

Trials that occur away from my Studio will increase by £100 and will be subject to additional travel costs and mileage. They will exclude the 75 minute skin consultation and bespoke bridal facial and will instead include a skin consultation and 30 minute 'on the go' wedding treatment.

Either the bespoke bridal facial or the 'on the go' treatment included within the Exclusive Hair and Makeup Package must take place a minimum of 8 weeks prior to the wedding date or I am unable to include the 30 minute 'on the go' treatment on the wedding day itself in case of any skin reaction.

### **Liability**

In the unfortunate event that I or an assistant are unable to provide services on the booked trial or wedding dates, for any reason, including but not limited to sickness, accident, weather, etc. the following will apply:

- TRIAL - Every effort will be made to find a new mutually convenient date, or the trial fee will be refunded.
- WEDDING DAY - All reasonable steps will be made to fulfil a booking, but if that is not possible, the deposit, retainer and/or any fee payments already made for services I am unable to provide will be refunded in full. Naomi Spurr will not be liable for any additional compensation due to potentially failing to provide any wedding day services. However, every effort will be made to replace the artist at short notice where possible, but this cannot be guaranteed and is subject to availability.

If you are unhappy with any service provided this must be brought to my attention on the day. No refund or discount will be applied after the service has taken place.

Any skin conditions, allergies or sensitivities affecting the Bride or any of the bridal party included in the booking must be reported to Naomi Spurr Studio by the client prior to the initial trial/consultation. Naomi Spurr cannot accept liability for any allergic reactions that may occur from any products used.

Naomi Spurr will not be held liable for any injuries that arise at the Studio or other venues where trial, bridal or event services occur.

Naomi Spurr has professional beauty insurance for Public, Products and Treatment Liabilities.

Though Covid restrictions have been lifted I will continue to follow strict hygiene practices. Naomi Spurr Studio will not be liable for the unintentional exposure or harm due to Covid-19.

**Privacy and Consent**

Naomi Spurr Studio is committed to protecting and respecting your privacy, and will only use personal information to administer your account and to provide the products and services requested.

The client agrees that Naomi Spurr Studio may use any photography/videography for publicity purposes unless the client expressly withdraws their consent in writing. This includes but is not limited to the use of images on the Naomi Spurr Studio website, social media platforms and advertising mediums.