

DUO STYLING TEAM

TERMS & CONDITIONS

The following Terms & Conditions apply to all members of the Duo Styling Team, including all contracted staff under Duo Styling (Hair & Makeup Studio).

BOOKINGS

After making initial contact with us, we will chat with you about your specific details for your event and send through quotes for hair and/or makeup services.

Once you are happy with the quotes provided, a deposit of 30% of each total amount is required as soon as possible to secure your booking. Your booking will not officially be confirmed until the deposit is received. This amount is non-refundable, but it does come off your total invoice/s.

You will then be required to pay the remaining amount seven (7) days prior to the event date.

Payment must be received in full prior to the day.

CHANGES TO ORIGINAL QUOTE

Once your deposit has been paid, no reduction in the number of hair or makeup applications can be made. This is because we allocate staff and reserve time based on the confirmed booking. Any additional numbers, location changes, or adjustments to timing on the day will be accommodated where possible but cannot always be guaranteed.

BOOKING MINIMUM & MAXIMUM

For wedding bookings where travel is required, a minimum of four (4) services and a maximum of six (6) services can be accommodated by our team. This minimum is in place to ensure our time away from the studio is worthwhile. Bookings for fewer than four or more than six services will be discussed and considered on a case-by-case basis at the time of enquiry. Please note that bookings requiring services for more than six people may require additional artists to be arranged, subject to availability and additional charges.

TRIALS

Trials are optional for any event, but are strongly recommended for weddings in particular, to ensure that we are all confident in the look and service to be provided on the day. All trials are an additional cost (see our price list) and are charged separately. Payment for trials is due on the trial date and eftpos is available in the salon.

WEDDING & EVENT CANCELLATION POLICY

If Duo Styling cancels your booking, you will receive a full refund of any payment already made. Where possible, we will endeavour to provide you with a suitable replacement artist(s). Please note providing you with a replacement artist, is out of our good-will and not an obligation.

If you cancel your booking the following rules apply:

- **More than 90 days notice:** no further payment is required, noting your initial 30% deposit remains non-refundable.
- **Between 90 and 60 days notice (inclusive):** 50% of the total booking amount is payable.
- **Less than 60 days notice:** 100% of the total booking amount is payable.

All cancellations must be submitted in writing via email. Cancellation fees will be invoiced and are due for payment within seven (7) days of the cancellation notice.

LIABILITY

In the unlikely event of personal illness or other circumstances beyond our control, you will receive a full refund of any payment already made. If possible, we will also endeavour to provide you with a suitable replacement hairstylist and/or makeup artist.

REFUNDS

We do not offer refunds for any completed services. Therefore, if you are in any way dissatisfied with our services, it is your responsibility to notify us at the time of your appointment or whilst on location, so that we can address any concerns immediately.

TRAVEL FEES (WELLINGTON, WAIRARAPA & MANAWATU AREA)

Mileage is charged at \$1.00 per kilometre travelled (return) to cover petrol and general vehicle wear and tear. This will be included and itemised on your quote/invoice.

Please note that travel outside of the wider Wellington region may incur extra charges, which we will discuss with you upon booking.

An artist travel fee of \$60.00 per hour (return) also applies for time travelling to and from your location. This covers the time our artists are unavailable for other clients while on travelling. In the event of two Duo Styling team members sharing transport, only one mileage fee will apply, however each artist will charge their own travel fee.

TRAVEL FEES (OUT-OF-REGION LOCATIONS)

Applicable to weddings outside the Wellington, Wairarapa and Manawātū areas. This fee covers all travel-related costs required to provide on-location hair and makeup services, including return travel time, fuel, accommodation, meals, and associated logistics.

For locations more than approximately 4–5 hours from Wellington, this may include flights and a rental car, where flying is the most practical option. This ensures we arrive well-rested, on time, and fully prepared to deliver a seamless experience on your wedding day.

EARLY MORNING FEES

An early morning call-out fee of \$50.00 per hour will apply for any on-location start time prior to 8.00am. For example.: \$50.00 for 7.00am start time. \$75.00 for 6.30am start time. \$100.00 for 6.00am start time. This applies per artist for both hair & makeup services.

PARKING FEES

In locations where parking charges apply, these may be added to your invoice at the discretion of Duo Styling.

PUBLIC HOLIDAYS

A public holiday fee of \$50.00 will apply to all Nationwide public holidays. This applies per artist for both hair & makeup services.

RIGHTS TO MATERIAL

The Duo Styling Team reserves the right to capture and use any photographs or video footage for portfolio, social media, and promotional use. Please advise us in writing prior to your booking if you do not wish for images of you or your bridal party to be taken or shared.

AGREEMENT

By paying the deposit outlined on your quote, you confirm that you have read, understood, and agreed to these Terms & Conditions.