

## **DUO STYLING TEAM**

### **TERMS & CONDITIONS**

The following Terms & Conditions apply to all members of the Duo Styling Team which includes: Jaymie Jarvis Makeup Artist Limited, Dayna Maree Collective Limited, Taylor Made Hair Limited, Char Makeup NZ and Bella Mae Makeup & Hair, contracted 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 prior to the event date. Payment must be received in full prior to the day.

### **TRIALS**

Trials are optional for any event, but are recommended for weddings in particular, so that we can all be sure on what we are going to do on the day and that you are happy with the service provided. All trials are an additional cost (see our price lists) and payment is charged separately. Payment for your trials are due on the trial date in salon, where eftpos is available.

### **WEDDING/EVENT CANCELLATION POLICY**

If we cancel your booking, you will receive a full refund of any payment already made and if possible, we will endeavour to provide you with a suitable replacement hairstylist and/or makeup artist. Please note providing you with a replacement artist, is out of our good-will and not a requirement.

If you cancel your booking the following rules apply:

- If you cancel a booking with more than seven day's notice, you will not be required to pay anything further, noting your initial 30% deposit is still non-refundable.
- If you cancel a booking within seven days, but with more than 24 hours notice, you are required to pay 50% of the remaining cost.
- If you cancel a booking with less than 24 hours notice, you are required to pay 100% of the remaining cost.

### **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 and if possible, we will 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, the responsibility is on you to please notify us at the time or whilst on location.

## **OTHER FEES**

### **TRAVEL**

Mileage is charged at \$1.00 per kilometre travelled (return). This covers the cost of petrol and general wear and tear on our vehicles. 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) will also be charged for our time travelling to and from your location. This is due to the fact that time out of the studio travelling, is time that we are unable to book any other clients.

In the event of two Duo Styling team members being booked together and where both members are able to share transport, only one mileage fee will apply. However, please note that both artists will still charge a travel fee for their time.

### **EARLY MORNINGS**

An early morning call-out fee of \$50.00 per hour will apply to an on location start time commencing prior to 8.00am. E.g.: \$50.00 for 7.00am start time. \$75.00 for 6.30am start time etc. This applies for both services (hair & makeup).

### **PUBLIC HOLIDAYS**

A public holiday fee of \$50.00 will apply to all Nationwide public holidays. This is considered a surcharge fee.

### **PARKING**

In locations where parking charges apply, these may be charged back to you at the discretion of Duo Styling.

### **RIGHTS TO MATERIAL**

The Duo Styling Team reserves the right to use any/all photographs or film for portfolio, social media, and promotional use. It is up to the client to specify if they wish for no images/content to be taken and/or distributed.