



SPENCE & OLIVER

THE BRIDAL BEAUTY CO.

### **Enquiry**

The availability of the stylist and the calculation of your quotation is based on the size and complexity of the booking and location stated at the point of enquiry. We should be notified of any changes required to the booking or location as soon as possible. We cannot always guarantee the stylist's availability if the booking does change, however we will try to accommodate as best as we can. We require final numbers for people having hair and make up 12 weeks prior to the wedding day. Unfortunately if you have any cancellations within those 12 weeks we will still require the full payment of the final numbers given at 12 weeks. We suggest you enquire/book at your minimum numbers to avoid this happening.

### **Travel**

Travel costs are calculated from the our homes, if booking with Lauren this is BH7 6BP, if booking with Emma this is KT19 0QY, if booking with a freelancer then we can provide you with a personalised quote. We charge 50p per mile for a return journey. Where it is not always possible to drive we would then send you a quote for a train/taxi fare instead, this will all be discussed and confirmed with you the client before the wedding day.

### **Payment**

Payment for the bridal & any additional trials shall be paid straight to the stylist, preferably in cash on the day of the trial. For the final wedding day payment, you shall receive an invoice the last week of the month before your wedding, for it to be paid on the 1<sup>st</sup> day of the month of your wedding date. For example, if your wedding date is 15<sup>th</sup> August you shall receive your invoice the last week of July and it is due to be paid by 1<sup>st</sup> August. We ask for this to be paid via bank transfer. Please put your Surname as a reference on your payment. We do not offer discounted rates, our final prices are always stated at the point of enquiry.

### **Timings**

For a bridal trial we like to allow on average 2-3 hours, depending on whether you are having hair and make up, or having any additional bridesmaids/mothers trials. For the wedding day, we allow between 30-45 mins per hair or make up (depending on style/the stylists preference) for bridesmaids & mothers. We allow between 45-60 mins for Bridal hair or make up. Timings of the wedding day will be discussed in detail at your trial and a schedule will be sent to you at the same time as your final invoice, this should have all the information you and your bridal party will need.

### **Cancellation Policy**

We require a £100 non-refundable deposit, which we will deduct from your final invoice. If you decide to cancel your booking within 12 weeks of the wedding date we will require 50% of the final payment. If you decide to cancel your booking within 6 weeks of the wedding date we require 100% of the final payment. Unless you have enquired within this time frame.

***Lastly, thank you so much for choosing Spence & Oliver for your bridal beauty, we can't wait to be a part of your wedding morning!***

Signed .....

Dated .....