



Terms and Conditions of Service

Please ensure that you have read and understood the terms and conditions below. If you are proceeding with a bridal hair booking with RocknRollerHair and have secured your non-refundable £50 deposit, these terms & conditions are binding.

This document forms part of the agreement for bridal hair services between you and RocknRoller Hair. Upon booking you agree that you have read and agree to all of the items listed below.

The Trial

Trial take place at Sarah's home in Plumtree, Nottingham, NG12 unless otherwise agreed for it to be elsewhere. You will receive a couple of weeks prior to your trial date booked an advice sheet sent by PDF email to help you with your prep for your trial.

Trials are carried out on weekdays typically on a Monday or Tuesday during the daytime. Please bear this in mind when planning the trial date as annual leave may need to be taken for this. There are occasions trials can take place on weekday evenings at a time that suits both parties, as well as on a weekend subject to other bridal bookings in the diary. Please note however, weekend trials are extremely rare as Sarah is so busy fulfilling wedding hair bookings and other occasion hair work. If you are wanting a specific date for your trial, it is best to get in touch as soon as possible to avoid any disappointments. Also bear in

mind how busy it can get during peak wedding season (typically March-September).

It may occasionally be necessary to change the date of a trial that has already been agreed and every attempt will be made to accommodate another date that is convenient.

Trials are recommended for your bridal party. Without a trial Sarah will not accept responsibility if a desired style or look does not meet expectations on the wedding day and a refund will not be offered. We advise that you familiarise yourself with Sarah's portfolio (visit our Instagram & Facebooks pages for up to date photos of recent work) and ensure you are confident Sarah's capabilities and style are appropriate before securing a booking.

We strive to ensure that all of our clients are happy with the results of a trial before we leave however, in the unlikely event that you, or any of your bridal party, decide after your trial that you are not satisfied, you are asked to contact us immediately so that we can resolve the matter. Refunds, retrials, or cancellations without charges are solely at our discretion.

Once you are happy with the chosen hairstyle, Sarah will ensure that this is recorded for her own personal use. Before and after photographs will be taken for Sarah's record. These photographs are for Sarah's use only and will not be forwarded to you. You may take your own photographs at the trial. On the wedding day it may be occasionally necessary for Sarah to deviate from the precise design as was agreed at the trial. This could be as a result of a change in hairstyle by the client (e.g. if the client has chosen to have their hair cut shorter or a dramatic change) or simply as a result of the creative nature of the task.

Any agreement for make-up services must be entered into with the make-up artist and completely separately from this agreement. From time to time, Sarah may make recommendations as to the suitability of a certain make-up artist, but she is in no way liable for their performance, or lack thereof.

It is your responsibility to notify Sarah of any health complaint, skin complaint or sensitivity to any part of your head and/or face that you are aware of at any time that the application of hair services is due to commence. It is also your responsibility to ensure that any member of your party requiring hair services supplies Sarah with the same information. If you (or any of your wedding party requiring hair services) are suffering from any complaints or sensitivities, Sarah may be unable to apply cosmetic products including (but not exclusive of) heat protection sprays, curl creams, shine spray, hairsprays, setting gels, pomeade, mousse, unless you produce a letter from your doctor expressly authorising the application of these products. Sarah's decision in these circumstances is final.

Sarah reserves the right to refuse to apply cosmetic products to any person whom she suspects of suffering from a health or skin complaint or sensitivity.

It is your responsibility to notify Sarah of any known allergies or sensitivities to any cosmetic brand (including skin and hair care products). This includes all members of your party who are receiving hair services.

At the trial, Sarah will agree with you a time to arrive and a time to leave on the wedding day. It is your responsibility to arrange other services (such as make-up etc) around these timings. Hair can be done before or after makeup.

Mileage

Ten miles of travel each way is included in the prices. After this you will be quoted accordingly depending on distance & time required. This additional cost will be noted on your quotation. Additional charges will be applied to cover both time & travel should more than one location be required on the wedding day, for example, if a wedding venue doesn't allow entry until late morning and you wish to get ready across 2 different places. These additional charges will be notified on your invoice once made aware of such details.

The Wedding Day

Sarah will arrive at the location for bridal preparation at the agreed time. For the hair services, Sarah requires a room ideally with good lighting (failing that, space near a window) to set up her workstation. A table or space to set out the hair kit will be needed also along with plug socket and low comfortable chair.

Sarah will aim to have the bridal party's hair finished approximately one hour before the ceremony time and will leave once all of the hair is finished. Sarah will ensure any application of veil, hair accessories is complete before she leaves the venue. Sarah has a strict no smoking policy and will not be required to work in a room where people are or have been smoking.

Deposits and Payments

At the time of making a booking, a deposit of £50 is required which can be made by cash, bank transfer or cheque. This payment secures your booking & wedding date and is non-refundable in all circumstances. Your date cannot be confirmed until this booking fee is received. If your wedding day is within 8 weeks of booking, the full invoice amount will be required up front to secure the date and your bridal trial will be booked in soon after.

Any deposit paid is deducted from the final balance and is not an upfront payment for trials. Trial costs are due at the time of the trial, or prior. The remaining balance is due within 7 days from the trial date, a payment reminder will be sent via email/text. Should no payment be received by this date, we have the right to cancel all services for your wedding date and all fees will still be payable. If no trial is required then the full balance is required no later than 8 weeks prior to the wedding date. Payments can be made by cash, cheque or balance transfer.

Any additional persons deciding to have a trial at a later date (post booking) will be charged accordingly and payment is required at the

time of the trial.

Please note there is a minimum spend policy of £250.00 for weddings Friday-Sunday all year round. Bridesmaids, flower girls and Guests trials are not included in the minimum price.

The price agreed at the time of booking is final ensuring you are not affected by any price increases. However, if there are any additions to your original booking, these will be charged at the current financial year rate at the time of adding. Please note if you make changes to your original invoice amount leading up to the date of your trial, for example, reducing the number of bridesmaids, and the overall total falls below the “minimum spend”, you would still be required to pay the “minimum spend” amount.

Are you getting married abroad? I am more than happy to cater for long distance or destination weddings. I just require that you cover my costs for time, travel and accommodation.

Cancellation

If for any reason you have to cancel your booking, you must do so in writing within 7 days from the date of the trial. The required payment will be for the trial/s that have taken place and will be due immediately. Deposits are not refundable. If cancellation is given after this notice period then the full balance will be required which is due within 7 days from the trial date (a reminder will be sent to the client confirming balance payment due). Should no payment be received we will proceed with legal action to recover losses.

If there are any additions to the services required an additional invoice will be issued as and when Sarah is notified of those additions. If this should be a last minute addition on the wedding day itself, this booking can only be accepted if time allows it and we will require prior notice and payment on the day as such.

If there are any less services required on the wedding day than have already been paid for (for instance if the number of people requiring hair services reduces for whatever reason) there are no refunds given in respect of that person.

Once the balance has been settled in full, there are no refunds given. The only exception is if the whole wedding is cancelled (in which case a letter from the wedding venue confirming the same will be required) AND Sarah manages to fill the wedding date with another booking.

Cancellations by RocknRoller Hair

In the unlikely event that Sarah is unable to attend your booking due to sickness, injury, personal emergency or any other circumstance beyond her control, she will endeavour to find a replacement hair stylist of a similar standard. This cannot, however, be guaranteed. If Sarah is unable to find a replacement hair stylist, you will receive a full refund of monies paid, less the trial and initial deposit fees.

Photography

Sarah will take pictures on the wedding day of the finished hair styles if time allows. These pictures may or may not be used on Sarah's website www.rocknrollerhair.co.uk, as part of a showreel which may or may not be used on YouTube, FaceBook or any other advertising which Sarah undertakes. By reading these terms and conditions you are confirming that you have no objection to your photos being used in this way. If you object to your pictures being used, please contact Sarah in writing.

General

Rock n Roller Hair is not an insurer or a guarantor and disclaims all liability in such capacity. If you are seeking a guarantee against cancellation, loss or damage you should obtain appropriate insurance.

All services are conducted on the basis of the information, documents and/or photographs provided by you. Services are for the benefit of you and anyone who you choose to provide services for under this contract. RocknRollerHair is not liable to you or any third party for any actions

or omissions outside the remit of the service supplied. Nor is RocknRollerHair liable for any problems arising as a result of unclear, erroneous, incomplete, misleading or false information supplied.

RocknRoller Hair is not liable for any delayed, partial or total non-performance of the services arising directly or indirectly from any event outside their control including your failure to comply with any of your obligations.

RocknRollerHair's liability in respect of any claim for loss, damage or expense of any nature, shall in no circumstances exceed the costs of services that has been contracted to be provided.

If any one or more provisions of these Terms and Conditions of Service are found to be illegal or unenforceable in any respect, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired by this.

RocknRollerHair reserves the right to amend prices at any time without warning, at our own discretion.



Terms and Conditions of Service

Please ensure that you have read and understood the terms and conditions below. This document forms part of the agreement for weave extensions service between you and RocknRoller Hair. Upon booking you agree that you have read and agree to all of the items listed below.

Weave Extensions

Please note, we do not remove, maintain or cut hair extensions fitted by any party other than RocknRoller Hair. At the time of the application of weave extensions, RocknRoller Hair reserves the right to not proceed if they feel the client's hair condition is not suitable for the process.

RocknRollerHair is not liable for any problems with hair colour, thickness of hair, length of hair when adding in hair extensions as all clients of RocknRollerHair are required to provide their own hair wefts of their choice, colour and thickness that they are happy with before they are applied to the client's own natural hair. Should you purchase hair extensions from RocknRollerHair to be applied, you will receive an aftercare leaflet which details how to look after your weft extensions to prolong the lifespan of them as best as possible. The length of time your

weft extensions last for is subject to your aftercare and RocknRollerHair is not responsible for any stage of this one the weft has been applied, and no refunds will be given under all circumstances.

On occasions itchiness to the scalp can occur once weave extensions have been applied, this usually dies down after a few days and the initial wash. Please take this into consideration, as a result we cannot offer refunds.

RocknRollerHair can accept no liability for damage to either your own hair or extension hair due to negligence on the part of the client. It is of paramount importance that all clients follow the aftercare advice thoroughly using appropriate products and styling techniques.

Regular maintenance appointments is advised upon for the health of your own hair and the general up keep of the quality of the extensions. Removal should be carried out by an experienced professional using the correct products. Rock n Roller Hair cannot be held responsible if any weave extensions applied by us have been maintained or removed by another person/extensionist.

Payment for the service is required at the time of the appointment and can be made by cash or bank transfer. If done by transfer, this must be done whilst at the appointment before the service is complete. Should there be a problem after the appointment it is the client's responsibility to notify of this in writing within 48 hours. We will then try and rectify the problem as quickly as possible. Full refunds cannot be made in all circumstances.