

**TERMS & CONDITIONS -** INSPIRED HAIR

**Booking Procedures:** Upon confirming your booking with me, a booking fee of $200 is required to secure your appointment. By confirming your booking you agree to the following terms and conditions as below.

**Booking Fee:** $200 deposit is required immediately to secure your booking, the balance is due 7 days before the booking date or as cash on the day. On receipt of the booking fee you will receive a confirmation email securing your booking.

**Additional Charges:
-** Any no-shows will still be charged for.
- Hotel or valet parking will be charged to your room or parking building costs will be added to your total bill.

- If hair padding or extensions are required for your desired look a hire fee of $30 will be applied for these items.

- If I am required to travel more than 2 hours drive (including allowance for rush hour traffic) from my home I will require an overnight accommodation allowance, this is capped at $150.

**Travel Costs:** If I am to travel beyond the central Auckland area, a travel fee will be charged at $1 per km to your location. (confirmed prior with confirmation of your address). Google maps will be used for accuracy. Weddings located on Waiheke Island will incur a $250 travel fee. This includes parking at the ferry in Auckland, the cost of the ferry ticket, and travel time. This does not include taxi costs on the island. These costs will be included in your quote.

**Refunds:** No full refunds are given for any completed service or trial, if you are not happy with any service please discuss this with me at the trial so I am able to make any changes necessary. Booking deposits are non- refundable.

**No Shows:** Not showing up to your appointment with no notification results in paying the total amount of the in full.

**Trials:** Bridal trails are compulsory and done at my salon. Trials can be arranged at your house at an Auckland location but will require an extra travel fee. If a trial is not able to be performed due to un foreseen circumstances a non-trial surcharge will be applied to allow for extra time spent via emails and on the day.

**Exclusuivity Clause:** The client grants Melissa Bhikha and/or an assistant/replacement she provides, the sole and exclusive right to provide all hairstyling services agreed to on wedding day.

**Cancellation Policy:** To make a cancellation please email me at hello@inspiredhair.co.nz, if the cancellation is less than 2 days before the wedding day then notification must be by phone, call me on 0212462228

Cancellations made within 3 months from the wedding date will result in payment due in full, as per the quote sent with your wedding date confirmation. In the unlikely event that Melissa is unable to attend the client’s booking due to sickness, injury or personal emergency or any other circumstance beyond her control, the hairstylist will endeavour to find a replacement artist of a similar standard. If a replacement is found, the client will recieve 10% off of the quoted service fee excluding travel fee, accessories and hair extension hire. However, finding a replacement cannot be guaranteed. If Melissa is unable to find a replacement hairstylist, the client will recieve a full refund of money paid, less the trial cost.

**Rights Reserved:** I, Melissa Bhikha reserve the right to cancel any booking and will provide email notification of doing so, if a booking is in breach of these terms and conditions.