

JoMark Hair Design LTD

Terms and Conditions

Please read through the following terms and conditions carefully before signing and returning the booking form with your deposit (if appropriate).

BOOKING AN APPOINTMENT OR WEDDING

- **Enquiries and provisional bookings can be made by phone or email. I will then confirm a price and availability, and arrange for you to send the booking form to me.**
- **The booking form can either be printed off the website, emailed to you or, if you so request, posted out to you.**
- **By signing and returning the booking form, you agree to be bound by these terms.**
- **I reserve the right to refuse to accept any booking, and will notify you as soon as possible if I am unable to accept a booking.**
- **If you need to make any changes to a booking, please inform me as soon as possible, preferably by telephone. If I am unable to fulfil the booking as a result of a change, whether due to an error or a change of plans, cancellation charges will apply. Such charges could include changes to dates, venue, or number of clients.**
- **A deposit is payable when booking for a wedding is made - see below.**

CANCELLATION BY THE CLIENT

- **Once you have made your booking, you have the right to cancel the booking within 7 working days of making the booking. You must inform me that you wish to cancel in writing, by (email) or letter. If a cancellation is made within 7 working days of the booking, your deposit will be refunded to you in full.**
- **If a cancellation is made later than 7 working days of the booking, the deposit will be retained in full.**

DEPOSITS & PAYMENTS

- **Bookings for wedding dates will not be accepted unless accompanied by a deposit of £100. If a wedding date is cancelled more than 7 working days after the date of the booking, this deposit will not be refunded. The amount of the deposit will be credited to you and deducted from the final bill.**
- **If special products or accessories (such as hair jewellery) are required, payment in full is required on acceptance of the order.**
- **Payment is due on the day of the appointment, following completion of styling, by cash or cheque. Cheques will only be accepted if supported by a valid cheque guarantee card.**
- **For wedding trials, payment for the trial is due in full on the day of the trial, following the appointment, by cash or cheque.**
- **If a cheque does not clear, payment by cash must be made immediately**

and an additional fee of £10 will be charged to cover administrative costs.

COLOURING

- **The safety of my clients is of the utmost importance so before you have your hair coloured I use ColourStart. ColourStart is a product that tests clients for any allergic reactions to colours. I send out a free test patch for you to use 48 hours before your appointment. The test needs to be carried out in order for me to safely colour your hair.**
- **If the test is not carried out a new appointment will have to be made. If I am not notified 24 hours before the appointment that the test has not been carried out a cancellation charge of (£10) will be incurred.**
- **If I am not notified until the appointment that the test has not been carried out, a higher cancellation charge of (£15) will be incurred.**
- **If the test proves positive, I can not carry out the colour service, and no charge will be made.**
- **I absolutely cannot colour a clients hair without this test being done.**

CANCELLATION BY STYLIST

In the unlikely and exceptional event that I am unable to attend personally, I will either:

- **Try and send another fully qualified stylist on my behalf, in which case all fees will be payable as if I had attended personally; or**
- **Refund to you any monies paid by you to me in respect of the booking (other than payment made for a trial which has already taken place) and I will endeavour to find another stylist acceptable to you, if you wish.**

MISCELLANEOUS

- **Due to the new Smoking Regulations, smoking whilst a stylist is working is not permitted.**
- **I reserve the right to refuse work if a client is rude or aggressive. If I have to leave an appointment in these circumstances, this will be treated as a cancellation and a cancellation fee will apply.**

WEDDING BOOKINGS

Please see my price list for hairstyling for weddings and any other charges. A minimum booking surcharge may (but not always) apply if there are less than (2/3) adult clients. If there is any alteration to the number of people requiring hairstyling on the day, please inform me as soon as possible.

- **A cancellation fee will be charged if the number of people is reduced. Please make sure before you book that all clients listed below realise that this booking includes them and that they cannot change there mind without incurring a cancellation fee.**
- **If additional guests require hairstyling, it may not be possible to accept them unless agreed with me in advance, at which point I will inform you of the additional fees payable for each additional person.**
- **Cancellation fees are 50% of the balance owed.**

- **Pease note that after 15 miles from base there will be a charge of 50p per mile for transport costs.**
- **If hair trials are taking place at 'The Spa' in Armathwaite Hall there will be a surcharge of £20 per hour. This will be payable after your hair trial, to The Spa.**
- **Please be aware that there is a surcharge of £50 for trials & weddings taking place on Sundays, & Spring/ Summer/ August Bank holidays.**
- **Weddings between the dates of 23rd December 2009 - 3rd January2010 please telephone JoMark for availability and price**

BOOKING FORM FOR WEDDINGS

PLEASE PROVIDE THE FOLLOWING INFORMATION:

NAME OF BRIDE:

ADDRESS OF BRIDE:

HOME TEL (INC CODE) :

MOBILE TEL :

E-MAIL ADDRESS :

DATE OF BOOKING:

DATE OF WEDDING:

TIME OF WEDDING TO TAKE PLACE:

VENUE/ADDRESS OF WEDDING DAY APPOINTMENT:

NUMBER OF ADULT BRIDESMAIDS (OVER 11 YEARS OLD):

NUMBER OF CHILD BRIDESMAIDS (11 YEARS OR UNDER):

MOTHER OF BRIDE:

MOTHER OF THE GROOM:

GUESTS:

**I agree to the terms and conditions of JoMarkLTD.
I also enclose a deposit of £..... .**

Signature.....

Date