



**Service Disclaimer:** To ensure you have the best possible experience and that the services you select are suitable for you, WHABBA will conduct a consultation with you in advance of any booking during which you will be asked to disclose any medical conditions (current or historical), medications, ailments or any other factor (for example pregnancy, past surgery, skin conditions, recent strenuous exercise etc) which may lead to you having a negative reaction to a service or treatment. It is your responsibility to bring any factors or conditions to my attention before the commencement of a service. Wonderland Hair & Beauty By Alice (WHABBA) reserves the right to decline to treat a customer if they have any concern that a treatment might have a negative consequence. In such an instance you would be offered a more suitable treatment, alternative appointment slot, partial or full refund. Depending upon which service(s) you have booked, you will be required to complete a customer record card and/or sign an indemnity waiver before commencement of a service to:

1. Release WHABBA from any liability for any negative consequences of a service.
2. Release WHABBA or any other professionals including substitutes providing your service/s from liability arising from any negative consequence of a service that does not result from the professional's own negligence.
3. If you have any queries about your suitability for a service and would like to discuss this in confidence before booking please email [wonderlandhair-byalice@outlook.com](mailto:wonderlandhair-byalice@outlook.com) or call [07858392866](tel:07858392866).

**Non-refundable booking fee:** The booking fee secures your appointment and protects WHABBA should any rescheduling of appointments or cancellations be required. In the case of rescheduling appointments, depending on when you inform WHABBA of such requests (24 hours prior minimum), whilst it is possible another client could take your appointment slot, often it is too short notice and as a result, this has a negative financial impact on WHABBA. Below are the different booking types and payment schedules which apply to both salon and mobile appointments.

- **Hair & Beauty** – 50% service cost up front (non-refundable booking fee) with balance due on the day.
- **Weddings** – £50 non-refundable booking fee secures your date. 50% of the remaining balance is due at 12 weeks (84 days) with the final balance due 6 weeks (42 days) before the wedding day. The only exception to this clause is if WHABBA has agreed a payment plan with you.
- **Hen Parties, Pamper Parties & Pop Up Salons** – 50% service cost up front (non-refundable booking fee) with balance due 6 weeks before the event. The only exception to this clause is if WHABBA has agreed a payment plan with you.

**Payment Plans:** In certain circumstances, at the discretion of WHABBA, payment plans may be agreed with customers to help spread the costs over a set period of time leading up to but not beyond 6 weeks prior an event. Should you decide to make any changes to your booking after you have agreed to the final service fee, you will only be eligible for a 50% refund of the cost of any services originally booked but cancelled permitting you do so within 6 weeks. WHABBA reserves the right to retain the full costs of any services originally booked and cancelled more than 6 weeks prior to your event e.g. 43 days prior.

### Cancellations, Rescheduling & Refunds

**Cancellation by you:** If you (the customer) decide to cancel or reschedule your appointment, please inform WHABBA no later than 24 hours before your appointment. Anything cancelled and not rescheduled over will result in loss of your booking fee. If you decide to cancel a booking that has been made 6 weeks or more in advance which has been paid in full, permitting you cancel within but not beyond 6 weeks of your appointment, you will be eligible for a 50% refund. Any booking cancelled less than 6 weeks of your appointment will result in the loss of your full-service fee. For group bookings such as Weddings, Hen Parties, Pamper Parties and Pop Up Salons, you are required to pay 50% of the remaining balance at 12 weeks followed by the final balance 6 weeks prior the event date. If you decide to cancel your booking less than 6 weeks prior your booking, you will not be eligible for a refund. This also applies to customers with whom a payment plan has been agreed.

**Cancellation by WHABBA:** In the event WHABBA is unable to carry out your appointment, where rescheduling is not an option, with your permission, WHABBA will first look to get another artist to cover your booking on WHABBA's behalf. If WHABBA is unable to find another artist(s), in this instance a full refund will be provided.

**Rescheduling:** Please inform WHABBA no less than 24 hours in advance about rescheduling your appointment. Where possible and if desired, WHABBA will try to find an alternative appointment for you, either on the same day you have booked or on another day. In the event you wish to reschedule to a specific date and time when WHABBA not available, in this instance my cancellation terms and conditions will apply and as such, WHABBA reserves the right to retain your booking fee and/or your full service fee. For customers who have booked services requiring over 2 hours to be allocated for their booking whether in salon or mobile, in the event you decide to reschedule or cancel last minute such as on the day of your booking, WHABBA reserves the right to retain your current and charge either a full or percentage of a new booking fee.

- **Rescheduling Weddings, Hen Parties, Pamper Parties or Pop Up Salon** – In the event you have decided to reschedule your wedding, hen party, pamper party or pop up salon to a new date in the same year, please get in touch so WHABBA can first check availability. In the event WHABBA is not available on the new date and time, WHABBA is not at fault for being unavailable and as WHABBA was prepared to carry out the services booked on the original date, WHABBA's cancellation terms and conditions will apply and as such, this will result in the loss of either your booking and/or full fee if cancelled beyond 6 weeks.





- **Rescheduling from one year to another** – In the event you have to or have decided to reschedule your wedding from one year to another, WHABBA reserves the right to charge a new booking fee plus any additional costs to reflect any change in prices.

Refunds: Usually issued promptly within 14 days.

**Adding and/or transferring services before or on the day:** WHABBA understands particularly with advanced bookings such as Weddings that things can change both leading up to and on the day of the event. Whether you wish to transfer a service to another individual, exchange or book additional services either for those already part of the original booking or others, please inform WHABBA as soon as possible so an attempt can be made to make and accommodate any changes. A change in timings and/or organising additional artists to help with your booking are just some examples. Any additional services booked will be added to your original invoice which will be sent to you and are required to be paid for as per WHABBA's booking fee and payment terms. Services added on the day must be paid for immediately by bank transfer, Sum Up, card reader, PayPal or cash.

**Refusal of service provision:** WHABBA reserves the right to refuse provision of services in the event a situation or the environment is deemed unsafe and may be putting either WHABBA and/or others at risk. Examples of situations may include customers who are heavily intoxicated on alcohol and/or drugs deeming it unsafe and/or impossible to carry out a service not just for WHABBA's own safety but for that of the customer. In the event WHABBA chooses to refuse a service, you will not be eligible for a refund either of your booking or full-service fee if this was paid prior to your booking.

**Force Majeure:** WHABBA is unable to accept any liability or pay compensation for any event classed as a Force Majeure. Force Majeure is defined as circumstances which prevent the performance of the contract which are totally outside our control, and include but are not limited to war, threat of war, riot, civil strife, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions, industrial action or dispute, technical problems to transport, port closure, congestion at a port or airport, epidemic or disease.

**Substitution:** As with any job, there may be rare times when WHABBA is unable to carry out a booking. If WHABBA is unable to attend an appointment, WHABBA has a pool of alternative professionals who have been checked and vetted who can act as a substitute on WHABBA's behalf. In the instance you are not comfortable with this arrangement and wish to cancel your appointment, a full refund can be provided. In the unlikely event WHABBA is unable source another professional or if you do not wish for a substitute artist to carry out your booking, WHABBA can either find an alternative date for your appointment or arrange a refund of your booking or full-service fee.

**Wonderland Hair & Makeup Team:** As well as working independently, WHABBA has a team of hair and makeup artists all over the North East who work with or on behalf of WHABBA. All hair and makeup artists are self-employed and have been checked and vetted to ensure they are fully qualified, insured and experienced to offer the services for which they are booked. No matter how many people require hair and makeup services, with a team, you can get ready without hassle or stress whether its across one or more locations! For hair and makeup team bookings, WHABBA is acting as an intermediary to connect hair and makeup artists to customers for small and large group bookings, Pop up Salons and events in exchange for a commission fee to cover the marketing, organisation and management of these bookings. Get in touch for more information at [wonderlandhairbyalice@outlook.com](mailto:wonderlandhairbyalice@outlook.com) or call 07858392866.

**Keeping your information safe:** WHABBA only request's data from you so that WHABBA has all the information to ensure the service(s) selected are suitable for you and that you have the best experience possible. You can request at any time for WHABBA to destroy any data held on you by emailing [wonderlandhairbyalice@outlook.com](mailto:wonderlandhairbyalice@outlook.com). WHABBA will always comply with such a request unless to do so would be in breach of our legal obligations. If you would like to view a full copy of WHABBA's Data Protection Policy, please email [wonderlandhairbyalice@otulook.com](mailto:wonderlandhairbyalice@otulook.com).

**Not as expected? Let us know!** WHABBA is keen to ensure you have the best possible experience. If something was not as you expected or you have a complaint get in touch by phone on 07858392866 or email [wonderlandhairbyalice@outlook.com](mailto:wonderlandhairbyalice@outlook.com) so WHABBA has the opportunity to make it right. If you have a complaint about services provided by any of the hair and makeup team, please get in touch directly with the professional(s) who served you, so they have the opportunity to make it right. All complaints are dealt with at the professional's discretion. If you would like to view a copy of our Complaints Procedure, please email [wonderlandhairbyalice@outlook.com](mailto:wonderlandhairbyalice@outlook.com).

Please print, sign and date to say you have read, understood, and agree with these terms and conditions.

Name (Print) ..... Sign ..... Date .....

